



ST PATRICK'S COLLEGE GYMPIE

Student, Parent and Guardian Complaints Management Policy

St Patrick's College Gympie works under the College motto "Let your light shine". To allow all in our community to do this, the College works in educational partnership with students and their parents/guardians. Within this partnership, parents/guardians assume the important responsibilities of supporting the mission, ethos and vision of the College and the policies and expectations of the College.

It is acknowledged that there may be occasions when students and parents/guardians wish to express concerns or make complaints about College matters. The College works under the direction of Brisbane Catholic Education (BCE) in the management of complaints procedure.

Brisbane Catholic Education applies the following principles when managing complaints:

- students, parents and guardians have a right to voice complaints
- complaints are resolved promptly and at the point of receipt, where possible
- complaints will be handled fairly, objectively, and confidentially
- students, parents and guardians will not be adversely affected by making a complaint

Parents/guardians and students are required to express their concerns in a timely, calm and respectful manner. On presenting the concern, the student, parent or guardian making the complaint must be identified. Anonymous concerns or complaints cannot be satisfactorily investigated.

The College reserves the right not to respond to messages which contain abuse, inflammatory statements or material clearly intended to intimidate.

The dispute resolution process is as follows:

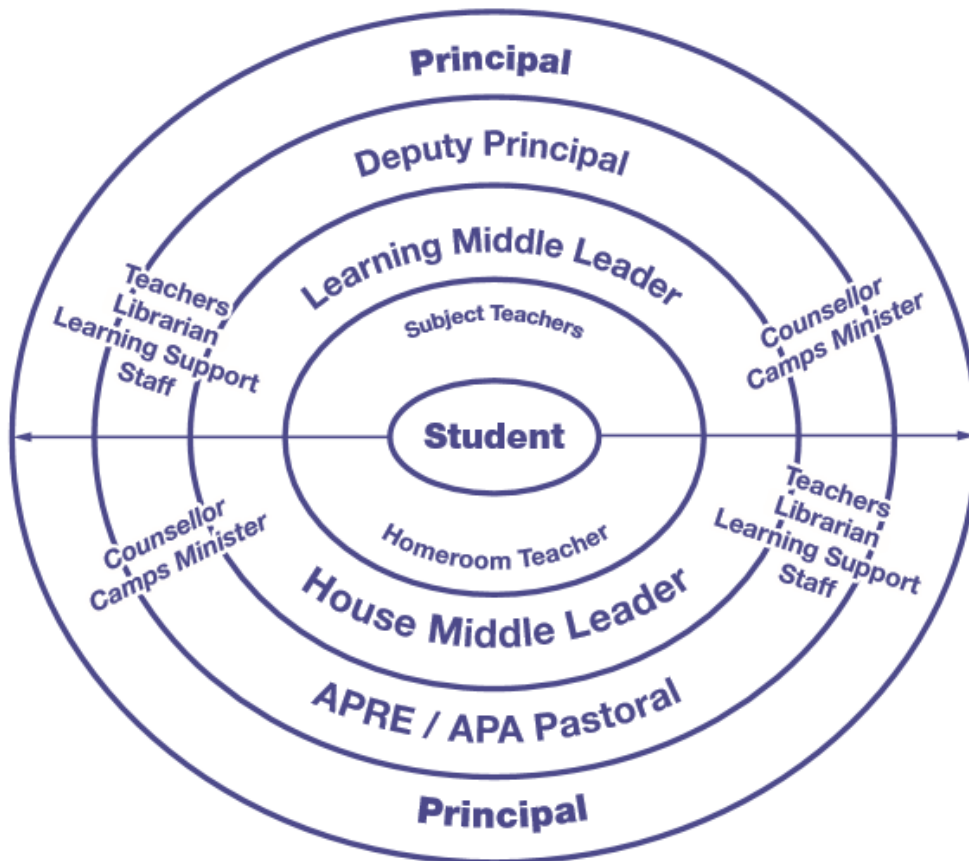
Disputes and grievances should be resolved at the level at which they occur. If this is not possible, they may progress to these subsequent levels:

- The other party or the teacher involved
- Middle Leader
- Deputy Principal, Assistant Principal Administration (Pastoral), Assistant Principal Religious Education

- Principal
- BCE Progress & Performance Senior Leader

Other personnel including the Counsellor or Campus Minister may help the parties resolve the issue.

The diagram represents the communication channels of the College and those people who can provide care and support. A fundamental element in the success of any school is the creation and maintenance of a safe and supportive learning environment.



<https://www.bne.catholic.edu.au/students-parents/Pages/Student-Parent-and-Guardian-Complaints-Management-policy.aspx>