



Complaints Management

1. Rationale

As a School in the Edmund Rice Tradition, St Edmund's College seeks to fulfil its mission to provide a holistic education grounded firmly in the four Touchstones of the Edmund Rice Charter. Integral the mission of the College is the imperative to continuously improve outcomes for its students and promote a professional and enriching work environment for its staff.

The purpose of this policy is to facilitate this mission.

2. Application

Students, parents/carers, members of the public

All complaints with respect services offered by the College as a School in the Edmund Rice Tradition.

3. Definitions

Complaint – an expression of dissatisfaction made to the College with respect services offered by the College as a School in the Edmund Rice Tradition where a resolution is explicitly or implicitly expected.

4. Policy Statement

Complaints will be addressed and where possible resolved professionally at the point of contact in a timely manner adhering to the principles of natural justice and confidentiality.

Where verbal complaints are not resolved at the point of contact complainants may:

- Submit a complaint in writing via the College's complaints email address;
- Request assistance in recording in writing the particulars of the complaint.

Anonymous or unattributed complaints will be received, however, this may limit the scope of the response to the complainant in resolving the grievance.

5. Supporting Documents

St Edmund's College Complaints Management Procedure

EREA Child Protection Procedures

| | | | |
|---------------------|-------------------|------------------|----------------|
| Responsible Officer | | Deputy Principal | |
| Review | | Jun 2019 | |
| Version | Authorisation | Approval Date | Effective Date |
| 0.1 | College Principal | 19/06/2018 | 19/02/2018 |