*Parents, students and community members*

# COMPLAINTS MANAGEMENT

St Mary's College Toowoomba

## 1 Making a complaint to the school, following one of the options below.

Call the school and ask to speak to the relevant member of staff*. Teachers may not be able to take calls during school time; they will respond promptly.

Send the relevant member of staff an email using their school email address.

Write to the relevant member of staff using the school's postal address.

*If your complaint relates to the school principal, proceed to step 6 below.

## 2 What is expected

- Raise the concern respectfully, and as soon as possible with the relevant member of staff.
- Provide enough information including dates, people involved and the outcome being sought.
- Allow a reasonable amount of time for a response.

## 3 What the school will do next

- Check all relevant procedures were followed.
- Gather evidence from all relevant parties eg CCTV, emails and statements.
- Arrange a meeting at the school (if required).
- Provide a response to explain what was considered, the decision that was made and any action to be taken.

## 4 If you believe further action is required

If you believe further action is required, the matter can be raised with the principal. The principal will acknowledge the ongoing concern, consider the information provided and gather any further details needed before providing a final school response.

## 5 If the school complaints management procedure has not been followed

If you believe the school did not follow its complaints management procedure, you may ask Toowoomba Catholic Schools Office to **review how the procedure was managed**. Toowoomba Catholic Schools Office (TCSO) does not usually re-investigate the original complaint simply because a person disagrees with the outcome. The focus of escalation is whether the procedure was followed. TCSO will review...

- WHETHER THE SCHOOL ACKNOWLEDGED THE COMPLAINT
- WHETHER ALL RELEVANT INFORMATION WAS CONSIDERED
- IF THE SCHOOL PROVIDED AN OPPORTUNITY FOR PARTIES TO BE HEARD
- IF THE SCHOOL COMMUNICATED THE OUTCOME
- FOLLOWED THE SCHOOL'S COMPLAINTS MANAGEMENT PROCEDURE

## 6 How to lodge an escalation

Fill in the 'Lodge a complaint' form on the Toowoomba Catholic Schools website. www.twb.catholic.edu.au

Send an email to complaints@twb.catholic.edu.au.

Call 07 4637 1400 and a member of our reception team will take details of your concern to pass on to the complaints management team.

### Keeping you informed

- The TCSO complaints manager will acknowledge escalated complaints, explain the review procedure and keep you informed of progress as appropriate.
- Information will be managed with care for privacy, confidentiality and procedural fairness.
- The outcome of an escalation will be confirmed in writing.