



URSULA FRAYNE CATHOLIC COLLEGE

COMPLAINTS MANAGEMENT PROCESS

Ursula Frayne Catholic College

Complaints Management Process Guidelines

How to Make a Complaint

Ursula Frayne Catholic College Complaints Management Policy Guidelines – How to make a complaint

Ursula Frayne Catholic College (*the College*) recognises that from time to time, there might be instances where individuals or organisations disagree with the way the College has handled matters and may wish to lodge a complaint. Such individuals may include parents, students, suppliers, local residents, and other external bodies with whom the College has dealings.

The College encourages honest feedback and takes valid complaints or concerns that may be raised seriously. The College acknowledges that complaints present an opportunity to improve service delivery and is committed to resolving complaints in an efficient, fair, and timely manner. The College recognises that its complaints handling procedures must be fair to the complainant as well as the person about whom the complaint is made. The Complaints Handling Policy Guidelines are designed to assist people to understand our complaints handling processes.

Raising Matters of Concern

Parents/guardians are entitled to raise concerns with the College at the appropriate time, place and manner. When working through such matters, it is assumed that staff members and parents/guardians are working towards the same purpose: the education and well-being of the child. As such, staff members want to hear your views and ideas as it can be reassuring for parents just to talk their concerns through.

Initially, matters of concern should be raised directly with the person involved (e.g., classroom or subject teacher) with the intent to resolve the matter at the lowest possible level. Similarly, if a matter needs to be brought to the attention of a senior member of staff (e.g., Learning Area Coordinator, Cluster Leader, Head of School), the same applies.

What is a Complaint?

A complaint is an expression of dissatisfaction made to the College, related to our services or operations, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.

The College's Commitment

The College is committed to handling complaints in a manner consistent with Catholic Education Commission of Western Australia (*CECWA*) Policy, modelling the Gospel practices of forgiveness and reconciliation by the way conflict is resolved. This involves respecting, where reasonably appropriate, confidentiality and adopting the principles of natural justice.

Our process allows us to effectively capture, manage and report on complaints. Regular analysis of complaints received and the implementation of rectification action, where deficiencies are identified, are key to the College's commitment.

Many issues causing concern in schools can be handled quickly and in an informal manner. In most cases, these issues can be resolved at the school level through informal discussions with appropriate staff

members.

How Do I Make a Formal Complaint?

If you have been unable to resolve a matter informally, or simply wish to make a formal complaint, you can do so by any of the following means:

- Sending an email to admin@ufcc.wa.edu.au
- Writing a letter to the Principal
- Telephoning the College on 08 9470 0943 to register your concern

All formal complaints will be logged and managed in accordance with the following procedure. The College will accept anonymous complaints and will investigate the issues raised if sufficient information is provided.

Our Internal Complaints Handling Process

Valid Complaint

Each 'complaint' received by the College will be assessed to determine if it constitutes a valid complaint.

The College will acknowledge the receipt of a complaint within three (3) College business days.

If it is a valid complaint, the following steps apply:

Step 1

Valid formal complaints are promptly logged and screened.

Step 2

Valid complaints will be acknowledged in writing, as soon as practicable (within 5 College business days), and allocated a status, priority, and target resolution date.

Step 3

An investigation will commence (within 10 College business days of step 2) into the issues raised, following principles of procedural fairness and natural justice, a determination will be made.

Step 4

Following the determination, if appropriate, the Vice Principal or their delegate will formulate a resolution and provide a written response to the complainant (within 10 College business days of a determination in step 3). The matter will be closed if this response is accepted.

Step 5

If the initial response is not acceptable, the matter will be reviewed internally by the College Principal (within 20 College business days of receipt of a written complaint about the determination in step 4), who may seek additional information or submissions from the relevant parties. The matter will be closed if the response of the College Principal is accepted. If the response of the College Principal is not accepted by the complainant, the matter may, at the direction of the complainant, be referred to Catholic Education Western Australia (CEWA).

Step 6

If the matter remains unresolved, the complainant may pursue external resolution alternatives such as external mediation or conciliation.

Step 7

Valid complaints received, either verbal or written, will be entered into our Complaints Register and, where appropriate, a corrective action request will be made to address any underlying processes which the complaints investigation revealed may require improvement (at a time appropriate under the circumstances).

Step 8

The Director General of the Department of Education is responsible for ensuring that the school observes the registration standards, including the standard about its complaints handling system. Any student, parent or community member is entitled to contact the Director General with concerns about how the school has dealt with a complaint. Information is available on the Department of Education website. While the Director General may consider whether the school has breached the registration standards, she does not have the power to intervene in a complaint or override the school's decision.

Who Handles Complaints?

At the College level against:

- A student, parent, or volunteer – College Vice Principal or their delegate;
- A teacher – College Vice Principal or their delegate;
- A member of the Executive Leadership Team of a School – College Principal or their delegate;
- College Principal – CEWA

Complaints relating to Child Protection

There may, at times, be concerns or complaints relating to the College's Child Safe Framework, for example regarding the management of a child protection incident.

When a child protection-related complaint is received by the College, it must first determine if the complaint triggers mandatory reporting requirement to the relevant police and/or child protection

agencies. If so, the College must undertake that report.

In formalising a mandatory report, the College will use reasonable endeavours to follow its procedures for responding to and reporting Child Protection Incidents.

Child protection complaints that do not raise concerns of unreported abuse, or a risk of abuse at a College, will be managed in the same manner as other complaints received by the College. The complaints will be recorded to ensure that any further developments relating to the same incident or issue are monitored.

Confidentiality

Confidentiality applies with respect to both information relating to the person making the complaint, and, if relevant to a person against whom a complaint is made. The College will use its reasonable endeavours to maintain the confidentiality of information throughout the complaints process.

Personal, identifiable information about a complainant will only be made available for the purpose of addressing the complaint and (unless the complainant consents) will be actively protected from disclosure.

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