



St Luke's Catholic Parish School

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COMPLAINTS PROCEDURE

From time to time parents will have concerns about issues that arise at school. It is important that a complaint is dealt with in a fair and timely manner and has positive outcomes.

It is also important to acknowledge that we are members of a Catholic community and therefore certain values and principles guide our behaviour and relationships. We are called to address the pastoral needs of our staff, families and community members.

Our community also has lawful responsibilities to create safe learning environments. Therefore addressing complaints is a very high priority.

The following is a guide for parents to follow in addressing and communicating a concern or complaint:

1. In the first instance parents should approach the class teacher to seek clarification and support regarding a complaint / concern. Records of meeting taken.
2. If the complaint / concern has progressed through the 1st stage and a satisfactory outcome has not been reached, contact should be made with the Principal or appointed person. At this point it would be important to gather information and form a clear plan of action to address the concern / complaint. Records of meeting taken.
3. If the complaint / concern requires the support of guidance counsellor and other specialist staff, attempts should be made to engage a support team. Records of meeting taken.
4. If stage 2 does not produce a satisfactory outcome, Brisbane Catholic Education representatives may become involved in the process. The previous 3 stages are a requirement before any further actions can be taken. Brisbane Catholic Education representatives will form an action plan and solution in consultation with the family and school. Records of meeting taken.

It is important at each stage of the procedure to communicate in a clear, honest and timely manner so that a positive outcome can be achieved from all those involved.

NOTE: if a complaint is related to alleged

- (a) Inappropriate behaviour
- (b) Sexual or physical abuse
- (c) Bullying
- (d) Criminal matters or
- (e) Serious injury

there are similar procedures that the Principal needs to follow to address these sensitive topics. This is in compliance with Federal and State Legislation and BCE policy.