

Resolving Concerns and Complaints

Adelaide Catholic Education Office
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A positive approach

From time to time parents or others seek to raise a concern or make a complaint with a Catholic school and/or the Catholic Education Office. We see complaints as a process through which we can strengthen our relationships with the school communities we serve as we strive for continuous improvement in the delivery of our services.

Our policy is:

1. To treat each complaint on its merits and with consistency irrespective of the source of the complaint or the means by which it is received.
2. That the principles of natural justice are observed.
3. That confidentiality is maintained as appropriate.
4. To ensure that our complaint handling procedures comply with the *Australian Standard AS ISO 10002* in that they:
 - Provide complainants with access to an open and responsive complaints handling process.
 - Enhance the ability of the organisation to resolve complaints in a consistent, systematic and responsive manner, to the satisfaction of the complainant and the organisation.
 - Enhance the ability of the organisation to identify trends and eliminate the causes of complaints, and to improve the organisation's operations.
 - Help the organisation create a customer-focussed approach to resolving complaints and encourage personnel to improve their skills in working with complainants.
 - Provide a basis for continual review and analysis of the complaints-handling process, the resolution of complaints, and the process improvements made.

How to complain

In most cases complaints are best resolved as close as possible to the source that is, at the local level, usually by making an appointment to speak with the relevant staff member or School Principal.

If you choose to complain to the Catholic Education Office we will first ask if you have raised your concern with the relevant School Principal and, if you haven't yet done so, we will encourage you to do so. If there is a particular reason you feel unable to resolve your complaint with the Principal we will discuss this with you.

Complaints may be lodged in a variety of ways.

- By telephone: 08 8301 6600
- By email: director@cesa.catholic.edu.au
- By post
For schools in the Archdiocese of Adelaide
The Director, Catholic Education Office, PO Box 179, Torrensville Plaza SA 5031
or
For schools in the Diocese of Port Pirie
The Director, Catholic Education Office, 105 Gertrude Street, Port Pirie SA 5540

When lodging a complaint please include sufficient detail, including your name and a daytime telephone number. It is also helpful if you provide some broad details such as who or what you are complaining about; the school your child attends and, if relevant, your child's name; the resolution you are seeking and any other relevant information.

When we receive your complaint it will usually be referred to a Principal Consultant who will make contact with you and with the school with a view to resolving the matter.

Our responsibilities include:

1. Responding to your initial contact with us within three working days.
2. Treating you with dignity and respect and maintaining confidentiality to the extent that is possible.
3. Working with you and the school to reach a resolution to your complaint if possible.

Your responsibilities include:

1. Providing us with the fullest information possible.
2. Treating our staff and those at the school with dignity and respect and maintaining confidentiality to the extent that is possible.
3. Working with us and the school to reach a resolution to your concern if possible.

If you are unhappy with the outcome of your complaint and wish the matter to be reviewed:

You may write to:

The Director
Catholic Education Office
PO Box 179
TORRENSVILLE PLAZA SA 5031

If you wish to comment on the Catholic Education Office complaints handling process and procedures:

You may write to:

The Assistant Director — Leadership
Catholic Education Office
PO Box 179
TORRENSVILLE PLAZA SA 5031

If you would like further information:

The South Australian Commission for Catholic School (SACCS) document "*Procedures for Resolving Complaints*" can be forwarded to you by emailing: director@cesa.catholic.edu.au