

Complaint Response and Resolution

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.

Please note that neither the Minister for Education and Child Development nor the Department for Education and Child Development has any power to directly intervene in any complaints relating to the operations of a Catholic school in South Australia.

It is the policy of the South Australian Commission for Catholic Schools that:

- 1.1 Catholic schools and Catholic Education Offices;
 - have an effective client-focused complaint response and resolution procedure which is accessible, transparent and known, (NB the procedure must, at least, be accessible via the School website),
 - make every effort to resolve legitimate complaints, based on their merits, using a consistent, impartial, respectful and confidential process that achieves resolution in a timely manner,
 - assist individuals who may require assistance in making a complaint, including those with a language background other than English and those with a disability, and
 - provide a basis for continual review and analysis of the complaints-handling process, the resolution of complaints and the process improvements made.
- 1.2 Complainants and the person(s) against whom a complaint is made;
 - have the right to be heard and to expect procedural fairness and natural justice,
 - are expected to act in good faith and work together with respect and openness to achieve an outcome acceptable to all parties,
- 1.3 Complaints are usually best resolved as close as possible to the source. Complainants are encouraged to speak to the directly relevant staff member in the first instance.
- 1.4 Schools and individuals will be informed of formal complaints made about them.

The complaints response and resolution process will seek to achieve the restoration of positive and respectful relationships.

To lodge a complaint or concern

Should you choose to raise a complaint or concern with the Catholic Education Office we will first ask if you have raised the matter 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 or concern with the Principal, we will discuss this with you.

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

When we receive your correspondence we will discern the most appropriate person or section to support you to resolve the matter. This can include referring the matter to a Principal Consultant who will make contact with you and with the school.

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

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 where 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 where possible.

If you are unhappy with the outcome of your complaint or concern 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 you may write to:

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

If you would like further information:

The South Australian Commission for Catholic School (SACCS) "*Complaint Response and Resolution Policy*" and "*Complaint Response and Resolution Procedure*" can be forwarded to you by emailing: director@cesa.catholic.edu.au