

St. Dominic's School Grievance & Complaints Policy



This policy has been developed in accordance with Ministerial Order 870 as part of the St. Dominic's School Child Safety Policy and will be updated accordingly.

Rationale:

A timely and professional response to parent complaints is an effective means of encouraging communication, building trust and resolving issues for the betterment of all concerned.

Goals:

To develop and implement a process by which parents can confidently raise concerns in the knowledge that they will be listened to and their concerns will be professionally managed in a timely, confidential and appropriate manner.

Implementation:

- Parents making complaints should ascertain the facts as best they can and contact the school at their earliest convenience.
- Parents making a complaint should contact the school by telephone, in person or in writing.
- If the matter involves your child or an issue of everyday class operation, make an appointment outside of class time with the classroom teacher and outline the reason for the meeting.
- Parents making complaints are to be well behaved, confidential & courteous. If this is not the case the meeting will be concluded and a meeting at an alternative time will be arranged.

- The school will record the details of all complaints including the name and contact details of the persons making the complaints. The school will then refer the complaint to the most appropriate person to investigate.
- The investigating staff member may communicate with the parent or student to discuss the matter further prior to a formal meeting.
- If the scope of the investigation is beyond the capacity or jurisdiction of the school, the matter will be referred to the appropriate authority and the parent will be informed of the referral by the principal.
- Parents discussing complaints with staff may be accompanied by an advocate if they wish.
- Any investigation conducted by the school will be done so in a timely, efficient and confidential manner. Parents will be provided with an anticipated time frame for a resolution.
- At the conclusion of the investigation, the staff member will discuss feedback and the appropriate course of action to be taken with all parties and this will be recorded accordingly.
- If in the view of the parent the matter remains unresolved, the parent will be provided with details as to how they can refer the matter further e.g. CEM or the appropriate Regional Office.
- The school, parent or other involved parties may seek to involve an impartial mediator.
- All records of parent complaints, subsequent investigations and outcomes will be recorded and noted confidentially.
- The principal will determine whether or not an anonymous complaint will be investigated.

Evaluation:

This policy will be reviewed as part of the school's four year review cycle.

Reviewed: 2017