



Summary

St Clare's College is a school of Catholic Archdiocese of Canberra and Goulburn Education Limited, trading as Catholic Education Canberra and Goulburn (CECG). These procedures outline how St Clare's College meets its responsibilities when managing **complaints** as required by the ACT Education Act (2004).

The procedures have been developed to assist staff understand and meet their obligation when managing complaints at the school level. It operates in line with the following CECG documents:

- [CECG Complaints Policy](#)
- [CECG Routine Complaints Investigation Procedure](#)
- [CECG Summary of Complaints Process](#)

School-based Practice

The College adheres to a consistent and effective approach when handling concerns and complaints to ensure these are treated seriously, and are dealt with fairly, impartially, and confidentially.

The staff and Leadership Team recognise that grievances may arise from time to time and are committed to a just and fair resolution. All staff are obliged to ensure they maintain an open and transparent complaints management process.

Staff, students and our parent community are periodically reminded through Principal correspondence that the College has complaints processes they can access when issues arise.

When a complaint or concern arises

Staff ensure the distinction between concerns and complaints is considered when receiving information.

We define:

- A **concern** as an expression of **worry** or unease, with the person expressing the concern often seeking information or collaborative problem-solving. Concerns are often expressed informally and can usually be resolved through discussion.
- A **complaint** as a formal expression of **dissatisfaction** about a specific action or inaction, typically requesting resolution.

In the first instance when a concern or complaint arises, every effort is made to resolve the matter directly with the person involved. This may be done by requesting a phone call or meeting with the relevant person or staff to discuss the concern.

If a resolution is not reached at the initial discussion, concerns and/or complaints can be made in writing, either by email to the.principal@stcc.act.edu.au or by letter mailed to the Principal. The Principal may delegate the complaint to a designated Complaints Manager for action (generally an Assistant Principal).

Complaints involving serious allegations

Where a complaint involves serious allegations, additional written information may be requested. Matters of a serious nature may be referred to an external party such as **the ACT/NSW Police, ACT Children, Youth and Families (CYF), NSW Department of Communities and Justice (DCJ), and ACT WorkSafe**. These matters

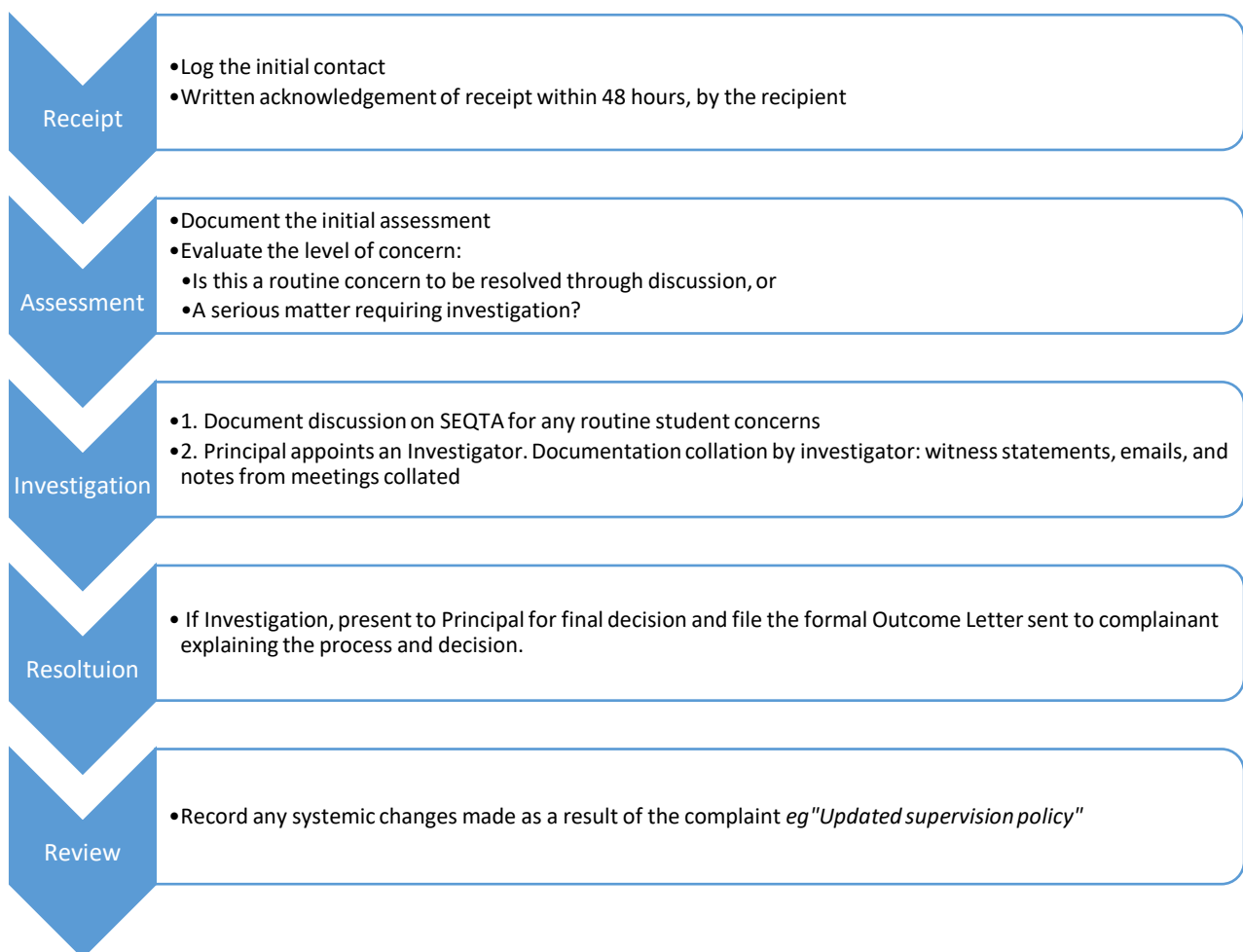
require formal investigation. They may be investigated and managed by ASO People & Culture or outsourced to an external investigator, as well as any investigations by authorities. These complaints are always referred to Archdiocesan Schools office staff through the Complaints intake process.

Record Keeping Practices

All records about formal complaints at St Clare’s College are managed in the followed manner:

- All complaints are entered into the Complaints Register.
- The Complaint investigator undertakes formal or informal investigation, as indicated by the type of complaint and available evidence.
- Details of investigations relating to routine issues with students are recorded on student profiles in SEQTA and locked for viewing by relevant parties only.
- Details of complaints with investigations relating to processes, students and staff are kept in calendar year folders on the Governance page.

Complaints Flow Chart



Procedure for student complaints about other students

- Students may email or speak with their Pastoral Care Teacher, Class Teacher, Leader of Learning or Head of House.
- Students will be advised of their rights and responsibilities.
- An investigation may be led by the Head of House, Leader of Learning or Assistant Principal - Mission & Community; The Complaints Manager for the situation is the most appropriate person, as delegated by the Leadership Team.
- The alleged respondent of the complaint would be informed about the allegation.
- The Complaints Manager may arrange for the complainant and the alleged respondent to have appropriate support during the process of investigation and touch-base with parents as needed.
- The outcome of the investigation may be determined by the Complaints Manager, in consultation with the Assistant Principal Mission & Culture, and/or the Principal.
- Support mechanisms and plans may need to be implemented for the complainant and the respondent.
- Appropriate notifications and record keeping on SEQTA complete the process.

Procedure for parent/carer general complaints regarding standard processes

- The complaint should include details of the concern including relevant times, dates and people involved.
- Once a complaint has been received, a written acknowledgement must be issued by the person who initially received the complaint within 48 hours.
- The staff member receiving the complaint will arrange for it to be referred to the most appropriate staff member for management, typically a Leader of Learning, Head of House, or relevant Assistant Principal.
- The outcome of the investigation may be determined by the Complaints Manager, in consultation with the relevant Assistant Principal, and/or the Principal.
- The complaint will be investigated confidentially, and in a timely and unbiased manner.
- Appropriate notifications and record keeping in the Complaints Sharepoint will complete the process.

Procedure for parent/carer, student or staff complaints regarding staff behaviour

- Receipt of information
 - Staff may email or speak with their Leader of Learning or a member of the Leadership Team.
 - Parents/carers may speak with a member of staff or lodge a complaint in writing to the Principal.
 - Students may email or speak with their Head of House, Leader of Learning or a member of the Leadership Team. Students will be advised of their rights and responsibilities.
- The person receiving the complaint will request this to be submitted in writing and issue a written acknowledgement within 48 hours.
- The recipient arranges for the complaint to be referred to the most appropriate pathway for confidentiality of the process and management:
 - Staff: The Principal will determine the most appropriate method for managing the complaint by either the Principal or Assistant Principal, or referral to the Archdiocesan Schools Office (ASO). Under no circumstances should a staff member initiate an investigation without the express direction of the Principal.
 - If the complaint involves a member of the Leadership Team, the complaint will be referred to the Principal.

- In the case of the complaint being about the Principal, the complaint may be referred to the CECG Complaints Manager and/or the Assistant Directors - School Performance and Development, who will liaise with the CECG People & Culture Team
- The complaint will be investigated confidentially and in an equitable and unbiased manner by the Complaints Manager.
- The alleged respondent of the complaint may be informed about the allegation.
- Support mechanisms and plans may be implemented for the complainant and the respondent.
- The school or People & Culture, ASO will inform the complainant in writing about the outcome of any investigation, to the extent appropriate noting procedural fairness and confidentiality obligations.
- All records about complaints that are managed at school level will be stored on the staff member's Sharepoint file.

Statement of Practice Complaints	
Endorsed by:	STCC Leadership Team
Implementation date:	reviewed 2021; 2026
Review date:	2031
Contact staff member:	Principal