



SACRED HEART COLLEGE

MAKING A COMPLAINT: INFORMATION FOR PARENTS

At Sacred Heart College, we believe that the relationship between home and school is a very important part of ensuring that children are happy, secure and open to learning. We recognise that parents and teachers need to work closely together to provide the best educational opportunities for their children. We encourage you to discuss your child's progress with his/her teacher and to let us know if you have any concerns so that we might work together to resolve these as promptly and effectively as we can.

What to do if you have a problem:

- Try to identify the problem clearly before contacting the College. If there is more than one problem, list them to ensure that the extent of the problem is clear to the College.
- Decide whether the problem is a concern, enquiry or complaint. This will help in finding a solution.
- Make an appointment to meet with your child's Home Room or Class Teacher. The best way to do this is to contact the College Office to arrange a mutually convenient time for a telephone call or meeting.
- If, after your meeting, you do not feel that the matter has been resolved or if you have a complaint about the teacher or another staff member, make arrangements to meet with the Year Level Co-ordinator.
- Try to stay calm when discussing your concern. Even if you don't feel it, being calm will help you get your concerns across more clearly than if you are upset or angry. It may help to take someone with you.
- Remember, the staff are committed to resolving any issues that parents might have regarding their children and will discuss with you actions that might be taken in regard to your concern.
- If, after your meeting, you do not feel that the matter has been resolved or if you have a complaint about the teacher or another staff member, make arrangements to meet with the Deputy Principal.
- If you still do not feel that the matter has been resolved or if your complaint is about a very serious matter contact the Principal.
- If this does not resolve the issue or if your complaint is about a very serious matter, send your complaint in writing to the Sacred Heart College Governing Council Executive Officer, Mr Tom Dorey, PO Box 102, North Hobart, 7002 (Ph. 6210 8888)
- If the matter has still not been resolved, notify the Director of Catholic Education stating your concerns in writing. If no resolution has been achieved, the Director will arbitrate after thorough examination of the grievance and related issues.
- If matters still remain unresolved you have the right to seek arbitration through the courts, ombudsman, legal representation and other government commissions such as Human Rights commission etc. These might entail some financial cost to you.

Note: The Schools Registration Board or the Secretary of the Department of Education do not deal with complaints within the Catholic Education system.

When you make a complaint:

- If a complaint is made against a person, that person will be informed of the nature and content of the complaint and have the right to respond.
- Discussions of complaints are confidential.
- Complaints may be made verbally or in writing.
- All complaints, the actions taken to resolve them and outcomes of those actions will be fully documented.
- A person who has made a complaint may withdraw it at any time. If the complaint is in writing, the withdrawal should also be in writing.
- No one will be victimised as a result of taking out a formal grievance.
- At the formal stage, a person who has made a complaint has the right to be represented and supported by another person of his/her choice as a support person.
- A process of mediation may be available if a complaint is not satisfactorily resolved.

FLOW CHART FOR MAKING COMPLAINTS

