

ISSUES RESOLUTION POLICY

June 2015

Policy Statement

OLHC recognises that parents/carers and teachers need to work closely together to provide the best educational opportunities for all children. Parents are encouraged to discuss their child's progress with his/her teacher and to let OLHC know if there are any issues (concerns; complaints; queries) in a timely manner. This will allow the school to work with parents/carers to resolve these issues as promptly and effectively as possible.

OLHC is committed to addressing issues in a comprehensive, confidential and respectful manner.

Guidelines

What to do if you have an issue:

1. Identify the issue/s clearly.
2. Decide whether the issue is a **concern, enquiry** or **complaint**. This will help in determining the appropriate action / solution. *See definitions at end of this document.*
3. If the issue concerns your child, make an appointment to meet with your child's teacher. Contact the school office to arrange a mutually convenient time for a telephone call or meeting or email the teacher directly.
4. OLHC is committed to resolving any issues that parents/carers have and will discuss with you actions that will be taken in regards to your concern.
5. Written complaints will be acknowledged within two school days.
6. If the issue requires further time for investigation OLHC will provide an estimated timeframe to re-contact you (within 7 days).
7. If you do not feel that the matter has been resolved to your satisfaction or if your complaint is of a very serious matter, contact the School office and make an arrangement to see the Principal.
8. If you still feel the issue has not been resolved to your satisfaction, you may contact the Brisbane Catholic Education Area Supervisor.

BCE - School Service Centre North
12 Endeavour Blvd, North Lakes
Phone: (07) 3490 1700

9. If the matter has still not been resolved, you may notify the Executive Director of Catholic Education stating your concerns in writing. If no resolution has been achieved, the Executive Director will arbitrate the matter.

The Executive Director,
Brisbane Catholic Education
GPO Box 1201
Brisbane 4001

Furthermore, you may have the right to seek redress through the legal system.

Note: Education Queensland does not deal with complaints within the Catholic Education system.

OLHC's Commitment to all parties:

1. Complaints may be made verbally or in writing.
2. 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 at an appropriate time.
3. Discussions of complaints are confidential for all parties involved pursuant to the relevant privacy policies and legislation.
4. All complaints and actions taken to resolve them and outcomes of those actions will be fully documented by OLHC.
5. 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.
6. OLHC encourages parents/carers to raise issues. All parties will be treated with respect throughout and following the process.
7. A person who has made a complaint has the right to be represented and supported by another person.
8. A process of mediation may be available if a complaint is not satisfactorily resolved.
9. OLHC is committed to updating all parties.

Legislative or other authority

State and Federal Legislation

Related policy or documents

BCE Privacy Policy

Review

June 2018

Date of last review

June 2015

Policy custodian

Mrs Margaret Tomov, Principal, OLHC

Definitions

Complaint

- A registered expression of dissatisfaction with service.
- A complaint relates to a specific episode, occurrence or failure in provision of service that has resulted in an impact on an individual or group.
- Can be made verbally or in writing.

Concern

- Something or someone that causes anxiety; a source of unhappiness but a general expression of concern is not a complaint.

Enquiry

- A search for further information in relation to a service or incident