



COMPLAINTS RESOLUTION POLICY

Preamble

St Columba's College is a Mary Aikenhead Ministries College in the tradition of the Sisters of Charity. We are called to develop in each member of our community a contemporary understanding and application of the charism of Venerable Mary Aikenhead and the spirituality of the Sisters of Charity, and the Mary Aikenhead Ministries' mission, vision and values of justice, love, compassion and hope.

Context

The Mission and Values of St Columba's College recognise and encourage relationships based on respect and acceptance of one another. As a College community, we recognise the dignity of the individual and the nurturing of relationships through the establishment of just structures and processes.

This policy demonstrates the College's commitment to practices that reflect the values of justice and hope. Its purpose is to provide the College's principles and procedures for responding to complaints and resolving a dispute. These internal procedures are a conciliatory and non-legal process.

The policy has particular relevance to parents/guardians and students who seek the College's assistance in resolving a dispute. Staff policies and procedures for resolving internal disputes within and between staff are outlined in the Staff Handbook, are in accordance with the Victorian Catholic Multi Enterprise Agreement and are also published on the College intranet.

Definitions

Complaint A concern, grievance or issue that is raised by a member of the College community (i.e. student, parent/guardian) and which requires a resolution.

Staff in this policy is someone who carries out a duty on behalf of the College, paid or unpaid, or who is contracted to provide a service to the College, or directly employed by the College.

Principles

In implementing this policy, the College will:

- respect the rights and responsibilities of all members of the College community
- treat all complaints seriously and sensitively, having due regard to procedural fairness, confidentiality and privacy
- provide support to the person making the complaint and any person against whom a complaint is made
- seek to resolve a complaint as early as possible and directly with the people involved
- acknowledge the reciprocal expectations of parents/guardians, students and staff members to act in a courteous, respectful, supportive and constructive manner towards one another

- if necessary, seek external support or involvement of relevant agencies in the resolution of a complaint
- bring about any changes deemed to be necessary, which arise from the resolution of a complaint.

Related Guidelines

St Columba's College - *Complaints Resolution Implementation Guidelines*

APPROVAL AND REVIEW

Date of Approval:	March 2019
Approval Authority:	College Leadership Team
Delegated Contact Person:	Principal
Next Review Date:	June 2021