



Our Lady Help of Christians Grievance Procedures (Community)

Procedures Statement

These procedures set out the processes used to manage and respond to concerns and grievances in line with the [Our Lady Help of Christians Grievance Policy \(Community\)](#).

Scope

These procedures apply to all school staff (including employees, contractors, volunteers, labour hire workers and secondees), visitors, parents/guardians, students and other members of the school community.

Actions

	DETAILS	COMMENT
Stage 1: Raise the concern		
Step 1	Identify the concern	<p>A complainant is required to -:</p> <ul style="list-style-type: none"> clarify their concern: <i>“who, what, when, where, why, and how”</i> Identify the outcome to be achieved by raising the concern.
Step 2	Raise the concern	<p>The School believes that a concern is best resolved closest to its source and encourages concerns to be raised with the relevant classroom teacher in the first instance.</p> <p>Depending on the nature and severity of an issue, and whether the classroom teacher has a conflict of interest, concerns may instead be raised directly with Principal</p>
Step 3	Acknowledgement	<p>Once a concern is raised, the School will record (either by way of an electronic file note or written correspondence) the details of the concern including name and contact details.</p> <p>The School’s focus will be on understanding the nature of the problem, the party or parties involved, and the nature of any agreeable solutions.</p>
Step 4	Outcome	<p>Where an agreeable solution is available, this will be communicated to the person raising the concern (usually within three (3) business days of the outcome being reached).</p>

		<p>Where a mutually agreed outcome between the School and the person raising the concern is not appropriate, or possible, the staff member handling the concern will make a decision that best aligns with the School's procedures and legal obligations. This decision will be communicated to you (usually in writing within three (3) business days of the outcome being reached).</p>
Stage 2: Make a complaint to the Principal		
Step 1	Make a complaint	<p>If a person raising a concern is not satisfied with the way their concern has been handled, they may choose to make a formal complaint, preferably in writing. Complaints should ordinarily be made within one (1) calendar month of the initial concern first being raised with the School.</p> <p>A formal complaint should in the first instance be addressed to the Principal. A person may lodge a formal complaint, preferably in writing, to the Principal at principia@olhcwendouree.catholic.edu.au</p> <p>A complainant may also telephone Reception on 5339 4726 to request a meeting. In this case reception staff will take relevant details and confirm a meeting time as soon as is practicable.</p> <p>If the complaint concerns the Principal, the complaint should be made to the DOBCEL Office (see Stage 3 and DOBCEL's Grievance Policy (Community)), in which case a delegate of the Executive Director will oversee the process outlined below.</p>
Step 2	Acknowledge receipt	<p>The Principal, or delegate, will acknowledge receipt of the formal complaint as soon as practicable (being usually within three (3) business days).</p>
Step 3	Review of complaint	<p>When dealing with a formal complaint, the School's objective is to achieve a resolution by:</p> <ul style="list-style-type: none"> • clarifying the substance of the complaint, and the steps taken by the School to address the initial concern • identifying whether the complaint raises an issue regarding non-compliance with the School's policy and procedures • identifying whether the complaint raises an issue that would be more appropriately addressed under the DOBCEL PROTECT Reportable Conduct Scheme Policy • communicating with the complainant and relevant parent(s), student(s) and staff, in an attempt to resolve the issue by agreement (where practicable) • failing agreement, investigating the complaint and deciding appropriate outcomes in accordance with procedural fairness and natural justice principles <p>The Principal may delegate parts of the complaint-management process, and seek the assistance of third parties. However, any ultimate decision will still be made by the Principal.</p>

		If the Principal or delegate arranges to speak with the complainant, the complainant may request to have someone else present as a support person. The support person can be a relative or a friend, but please note that the role of a support person is to provide the complainant with support and not to act as an advocate.
Step 4	Outcome	<p>The Principal or delegate will aim to communicate the outcome of a formal complaint in writing within fifteen (15) business days where practicable.</p> <p>The Principal will record/report any formal written complaints, and relevant outcomes in the school grievances register.</p>

Stage 3: Request a Review by the DOBCEL Office

If a complainant is not satisfied that their formal complaint has been adequately resolved by the Principal, they may request a review by the DOBCEL Office. Please refer to DOBCEL's Grievance Policy (Community).

Supporting Documents

Related policies

- Our Lady Help of Christians Grievance Policy (Community)
- Our Lady Help of Christians Grievance Policy (Student)
- Grievance Policy (Community) [DOBCEL]
- Parents/Guardians/Carers Code of Conduct [School]
- PROTECT Identifying & Responding to Abuse - Reporting Obligations Policy [DOBCEL]
- DOBCEL PROTECT Reportable Conduct Scheme Policy
- Whistleblower Policy