



St Benedict's College

Complaints Management Procedures

Students and Parents

POLICY STATEMENT

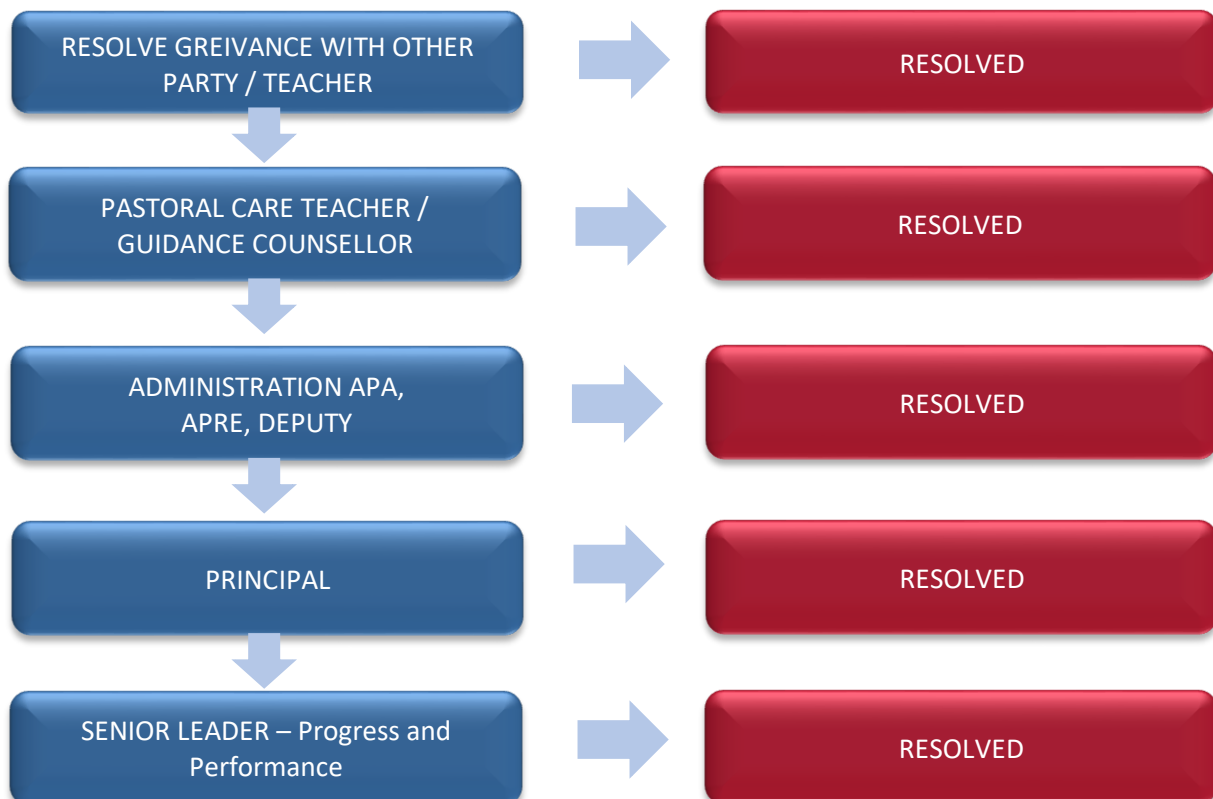
The resolution of conflict between members of the College is vital to the well-being and success of all within our community. All procedures should be characterised by Christian values. The intention of this policy is to describe procedures for the effective and early resolution of disputes.

PROCESS

- All personal matters, such as concerns regarding student, parent or staff relationships should initially be raised directly with the College.
- If the matter relates to an individual student and/or an issue of everyday class operation, the student's teacher will be first point of contact. For all other matters please contact the college office to be directed to the appropriate level of contact.
- Grievances should be kept as confidential as possible.
- College Counsellor is available for Pastoral Support.
- The Parish Priest is available for Pastoral Support

STUDENTS/PARENTS

If you have a problem that needs to be resolved through the college involving either a subject, pastoral or other college related issue, please work through the stages outlined below.



Notes regarding student and parent complaints:

- Severity or complexity of a grievance may warrant starting at a higher step in the process.
- College leadership may intervene at any time during the process
- The staff member working at that step may refer a grievance to a higher step.