



Trustees of the Christian Brothers

(Queensland)  
St Francis Xavier Province

Province Policy No 19:

**Complaints Policy**  
(Schools and Non Schools  
Ministries)

July 2006

## **1. INTRODUCTION**

This policy exists to provide an effective mechanism for fair resolution of complaints by those within its scope.

## **2. SCOPE**

This policy applies to complaints made by:

- 2.1. a parent or guardian of a student enrolled in an Edmund Rice School/Ministry/Initiative;
- 2.2. an employee or volunteer worker of Edmund Rice Schools/Ministries/Initiatives;
- 2.3. a professed member of the Congregation of Christian Brothers or a professed member of any other Order, Congregation or Religious Institute who is a staff member of an Edmund Rice School or of a Province, Ministry or Initiative.

Complaints regarding anti-discrimination, sexual harassment and bullying or industrial grievances are governed by their own policies, i.e. Province Policy #5 and #11 respectively.

## **3. POLICY**

This policy will be adopted and followed by all Edmund Rice Schools, Ministries and Initiatives when a complaint which comes within its scope is made.

## **4. PROCEDURE**

- 4.1. Subject to paragraph 2.2 above, any of the following persons may raise a complaint in writing to the Principal/Co-ordinator of an Edmund Rice School/Ministry/Initiative:
  - 4.1.1 the parent or guardian of a child or young person involved in a Edmund Rice School/Ministry/Initiative;
  - 4.1.2 an employee of the Christian Brothers involved in an Edmund Rice School/Ministry/Initiative;
  - 4.1.3 a voluntary worker for the Christian Brothers involved in an Edmund Rice School/Ministry/Initiative.
- 4.2 In the event that a complaint involves the conduct of a Principal/Co-ordinator of an Edmund Rice School/Ministry/Initiative, a complaint should be made in writing to the Principal/Co-ordinator's immediate supervisor who shall deal with the complaint in accordance with this policy. In the case of schools, this will be the Director, Edmund Rice Schools. In the case of a Ministry/Initiative, this will be a member of the Province Leadership Team (PLT).
- 4.3 The complaint should set out clearly the grounds of the complaint and any information to support that complaint.

- 4.4 On receipt of the written complaint the Principal/Co-ordinator of the School/Ministry/Initiative shall consider the complaint and decide whether the complaint warrants investigation.
- 4.5 In the event that the Principal/Co-ordinator decides that the complaint warrants investigation he/she shall inform the person against whom the complaint is made of the existence and particulars of the complaint and shall undertake such investigation as he/she deems appropriate. Such investigation should generally include informing the person against whom the complaint is made of the particulars of the complaint and obtaining their response to the allegations.
- 4.6 Upon completion of the investigation the Principal/Co-ordinator of the School/Ministry/Initiative shall decide whether any remedial action is warranted.
- 4.7 The Principal/Co-ordinator of the School/Ministry/Initiative should seek advice from the Director, Edmund Rice Schools or the Province Leadership Team in appropriate matters in deciding what, if any, remedial action is to be taken.
- 4.8 The Principal/Co-ordinator is entitled at any stage in the complaint process and after consultation with the Director, Edmund Rice Schools or the Province Leadership Team to initiate action under relevant Province policies, i.e. the Disciplinary Policy and Procedure for Staff or the Performance Review – Staff Policy. In the event that such action is initiated the Principal/Co-ordinator should write to the complainant to indicate certain action has been initiated and that therefore the complaint process is at an end. The complainant should not however be informed of confidential details of any action being taken against an alleged offender.
- 4.9 The letter from the Principal/Co-ordinator to the complainant should in appropriate cases be approved by the Director, Edmund Rice Schools or the Province Leadership Team.
- 4.10 The letter from the Principal/Co-ordinator to the complainant shall conclude the complaint process.
- 4.11 All stages of this Complaints process must be handled promptly and confidentially.

## **5 REVIEW**

- 5.1 Should the complainant seek a review of the decision, the Complainant is advised to make such a request in writing to the Director, Edmund Rice Schools or the member of the Province Leadership Team with responsibility for the Ministry/Initiative.