

CONCERNS AND COMPLAINTS POLICY

Purpose

The policy aims to ensure that Damascus College, as a Christ-centred learning community, promotes open communication and positive relationships to achieve responsive, just and transparent outcomes. It aims to ensure that Damascus College meets its obligation to respond to parent/guardian concerns and complaints in a fair, effective and efficient manner. The policy aims to foster respectful relationships that value its members in an inclusive and welcoming community which celebrates diversity in a safe and supportive environment.

Scope

The policy applies to all members of the College community.

Definitions

A **concern** is an issue of interest (because of its importance and effect) which is raised informally by a parent/guardian in order to improve or change a situation.

A **complaint** is a formal expression of dissatisfaction by a parent/guardian, with an action taken or not taken, a decision made or not made, or a service provided or not provided.

Restorative Justice is a “response to harm of wrongdoings involves giving everybody a voice, valuing everybody’s unique perspective, considering everybody’s thoughts, feelings and needs and believing in people’s ability to find solutions to their own problems by working together” (Hopkins 2011).

Policy Statement

Damascus College endeavours to ensure that concerns and complaints are managed in a fair, effective and efficient manner. It is the College’s aim to provide a safe and supportive environment, cared for by all, within the framework of restorative justice.

The College will:

- encourage early intervention in impacting issues or concerns;
- ensure that behaviours destructive to positive relationships are identified and managed;
- ensure that complaints are dealt with consistently and in a fair and equitable manner;
- identify and manage patterns of unacceptable conduct;
- promote and encourage patterns of acceptable conduct; and
- provide appropriate avenues for facilitation of resolutions.



Consequences

The consequences of this policy are that Damascus College will establish and follow appropriate procedures for the handling of concerns and complaints.

Responsibilities

The Principal and Leadership Team are responsible for the implementation of the policy.

Associated Documents

Damascus College Vision Statement

Damascus College Strategic Directions 2016-2020

Ballarat Diocesan School Advisory Council – School Complaints Policy 2016

Damascus College Student Behaviour Policy

Damascus College Child Safe Policy

Hopkins 2011