

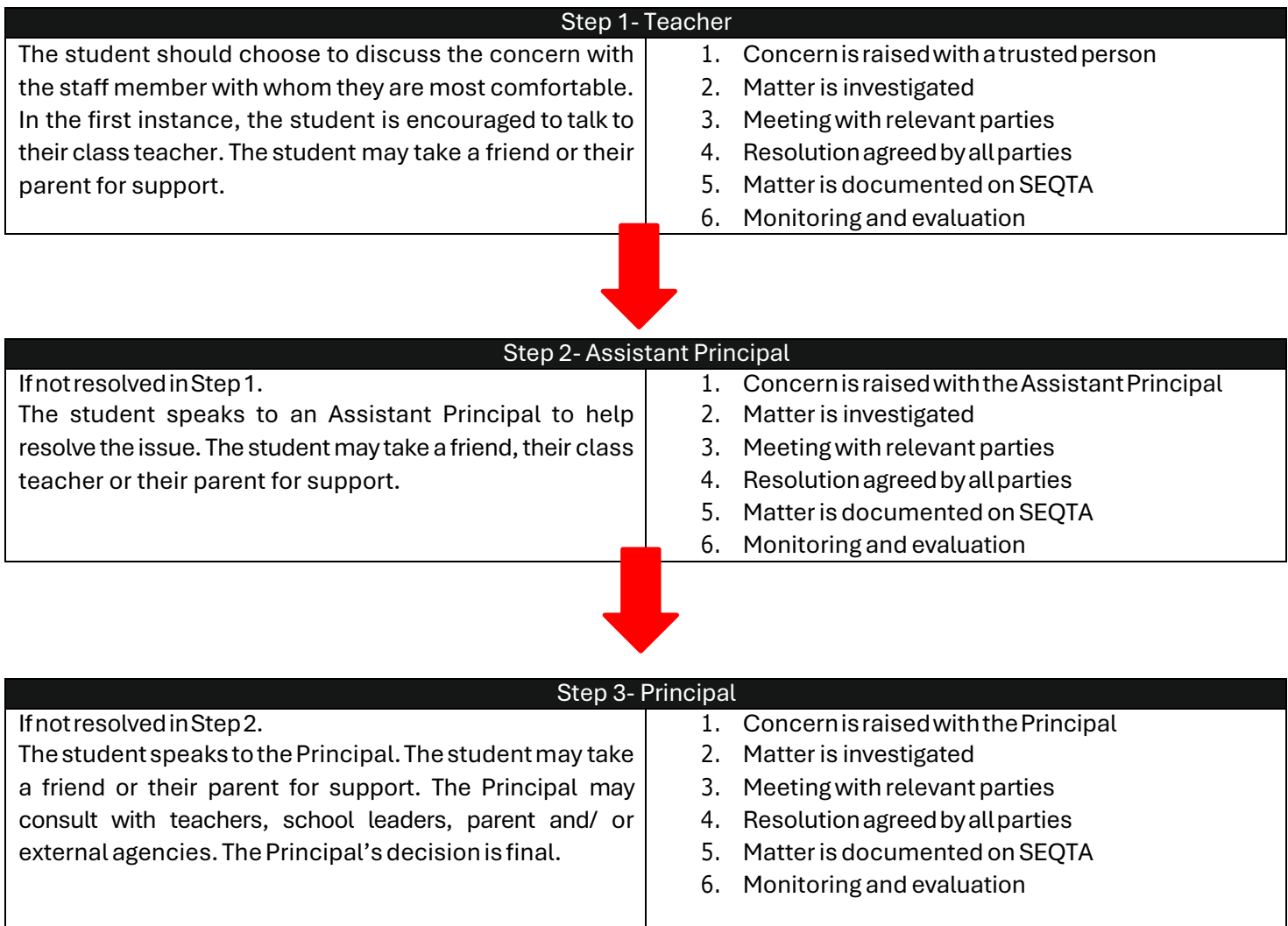


### Student Complaints Procedure

St Joseph's Catholic Primary School recognises the right of an individual student to feel free to voice a concern. Staff will endeavour to investigate, address and, if required, resolve that concern in an open and fair manner. The school's complaint handling system is child-focused and incorporates the National Child Safe Organisation Principles, including ensuring that children, families, staff and community members can raise concerns about safety and wellbeing, and that child safety complaints are taken seriously, responded to promptly, and managed in a culturally safe, trauma-informed and procedurally fair manner.

A complaint may be made in any format, including verbally, in writing, electronically or through another communication support, and may be made to any staff member or other person at the school with whom the complainant feels safe. Any complaint received must be taken seriously and responded to in accordance with this procedure.

If a student has a concern that they would like addressed, the guidelines below should be followed:



The school will maintain a complaints register to record pertinent information including the date received, complainant details where known, nature of complaint, risk issues identified, action taken, outcome, review requested, and date of closure.

The school will provide support for vulnerable complainants and interpreters / support persons may be used where needed. Students should be aware that in some instances confidentiality cannot be guaranteed if the matter is serious or criminal in nature. Students need to be aware that school staff may be obliged to share information with relevant school leaders and/or the social worker, police or outside agency dependent on the nature of the concern.

Teachers and some other employees have mandatory reporting obligations under the Children and Community Services Act 2004 (WA) if they have reasonable grounds to suspect a child is at risk of sexual harm and have current concerns about the wellbeing of the child.

# Director Instructions

## Dispute and Complaint Resolution



CATHOLIC EDUCATION  
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Flowchart for Dealing with Disputes and Complaints

