



### 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:

Step 1- Teacher	
The student should choose to discuss the concern with the staff member with whom they are most comfortable. In the first instance, the student is encouraged to talk to their class teacher. The student may take a friend or their parent for support.	<ol style="list-style-type: none"> <li>1. Concern is raised with a trusted person</li> <li>2. Matter is investigated</li> <li>3. Meeting with relevant parties</li> <li>4. Resolution agreed by all parties</li> <li>5. Matter is documented on SEQTA</li> <li>6. Monitoring and evaluation</li> </ol>
Step 2- Assistant Principal	
If not resolved in Step 1. The student speaks to an Assistant Principal to help resolve the issue. The student may take a friend, their class teacher or their parent for support.	<ol style="list-style-type: none"> <li>1. Concern is raised with the Assistant Principal</li> <li>2. Matter is investigated</li> <li>3. Meeting with relevant parties</li> <li>4. Resolution agreed by all parties</li> <li>5. Matter is documented on SEQTA</li> <li>6. Monitoring and evaluation</li> </ol>
Step 3- Principal	
If not resolved in Step 2. The student speaks to the Principal. The student may take a friend or their parent for support. The Principal may consult with teachers, school leaders, parent and/ or external agencies. The Principal's decision is final.	<ol style="list-style-type: none"> <li>1. Concern is raised with the Principal</li> <li>2. Matter is investigated</li> <li>3. Meeting with relevant parties</li> <li>4. Resolution agreed by all parties</li> <li>5. Matter is documented on SEQTA</li> <li>6. Monitoring and evaluation</li> </ol>

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.