



Statement of Practice - Complaints

Related documents

[CECG Complaints Policy](#)

[Mandatory and Voluntary Reporting Policy ACT](#)

[Reportable Conduct Policy ACT](#)

Statement of Practice

At St John the Apostle Primary School, we believe that any person may make a complaint and that all complaints should be taken seriously. We aim to ensure that all complaints are dealt with fairly, effectively, impartially, confidentially, and quickly.

We believe that people raising complaints can expect to:

- Be treated respectfully and fairly
- Have the matter dealt with as soon as possible
- Be informed of the progress of the complaint
- Be informed of the outcome, with any sensitive information reported in general terms

Parents are regularly reminded that if they need to raise concerns or issues that any matter involving the school should be raised in a respectful and considerate manner. Members of our school community agree not to engage in any disrespectful, threatening, harassing, or inappropriate behaviour directed towards students, parents, or staff at St John the Apostle Primary School. Agreements are formalised upon enrolment, when parents sign a 'Parent Charter' agreeing to a code of conduct; and when teachers undertake yearly SALT Compliance training.

Complaints will be dealt with at the most appropriate level and in line with CECG guidelines. We encourage people to raise the issue with the person in the first instance if they are comfortable doing so. Complaints may also be made by contacting the school and asking to make an appointment with the most appropriate person. The person receiving the complaint will ask to confirm the details of the person in writing (e.g., exchange of emails between the complainant and person receiving the verbal complaint) to ensure the facts and desired resolution are recorded accurately.

If the concern cannot be resolved at the time through discussion with the appropriate person, we ask that a formal complaint, including all the facts, be accurately made in writing to the school Principal by email or by letter.

Resolving a Complaint

All complaints will be resolved in line with the CECG Complaints Policy.