

# St Columba's Catholic School

## Board of Trustees Concerns and Complaints Policy

*Adopted by the Board of Trustees 2016*

### **Rationale:**

St Columba's Catholic School strives to provide the best possible learning environment. In order to achieve this we are committed to building and maintaining positive relationships within the school community – with students, staff, parents, caregivers, family, Parish and local community.

Concerns or complaints usually arise when people's expectations are not met. Most concerns received by the school can be resolved informally by discussions with the people concerned. If informal discussions do not resolve the issue the school has a procedure in place for making a formal complaint.

### **Purposes:**

1. To ensure all concerns and complaints are handled in a fair, just and effective manner that aligns with our Restorative Philosophy.
2. To enhance school/community relationships and communication. Concerns and complaints are opportunities for the school to reflect on current practices.
3. To maintain the dignity and confidentiality of all parties.

### **Guidelines:**

See Appendix 1-3

### **Conclusion:**

Successful resolution of concerns and complaints is ideal in all situations. This is most likely achieved by following the correct procedures and working with all parties concerned to achieve a suitable outcome, in conjunction with the Catholic Character of the school.

Approved by the Board of Trustees 2016

Chairperson: .....