



## CONCERNS & COMPLAINTS POLICY

### **RATIONALE:**

At St Mary MacKillop Catholic School we aim to support quality Catholic Education for our community and provide a quality work environment for our staff. We are committed to removing barriers to teaching and learning that inhibits a person completing their role. Clearly defined procedures for dealing with concerns or complaints are needed for the protection of all parties and to ensure that they are dealt with satisfactorily.

### **PURPOSES:**

1. To provide clear procedures for the handling of concerns or complaints.
2. To resolve concerns or complaints.

### **GUIDELINES:**

*The school will follow the procedures set out in the Personnel Procedure Manual.*

### **CONCLUSION:**

Concerns and complaints shall be resolved with correct procedures also refer to in the Primary Teachers Award, Deputy, Assistant and Principals Award.

These are the guidelines, which we request be taken in any general situation. However, this does not prevent you from contacting the Principal / AP / DP or BOT directly.

Chairperson ..... Date: .....