



St. Francis Xavier's School Urana

Think, Speak and Act Like Christ

| Reviewed 2021 | Next Review 2026 |

Complaints and Grievance Policy

Complaints and Grievances

St Francis Xavier's School Urana uses CEDWW Policies and Procedures as their default policies and procedures; located/accessed via the links at the bottom of this page.

Complaints and Grievances Policy

In order to resolve any complaints or grievances effectively, St Francis Xavier's School expects the following steps to be taken:-

- To resolve any classroom grievance the complainant must first advise the Principal of the grievance, after which permission may be given to make an appointment with the classroom teacher at a mutually acceptable time
 - No person is to enter a classroom to discuss a grievance during teaching time
 - No person is to enter the playground to approach a teacher or child regarding a grievance
- Grievances related to administration or management are to be addressed to the Principal. Similarly, an appointment at a mutually acceptable time will be arranged.
- Grievances related to staff matters are to be resolved according to diocesan policy
- Persons involved in any grievance or complaint will work together to resolve the problem.

Complaints Handling

These procedures are to be read in conjunction with CEDWW Complaints Handling Policy and Procedures.

The Principal is responsible for investigating both formal and informal complaints at St Francis Xavier's Urana and the key elements of CEDWW's Complaints Handling Procedure are followed in all cases.

Procedural Fairness:

Procedural fairness is a basic right of all individuals dealing with authorities. Procedural fairness is generally recognized as having two essential elements:

The right to be heard which includes:

- the right to know why the action is happening
- the right to know the way in which the issues will be determined
- the right to know the allegations in the matter and any other information which will be taken into account
- the right of the person against whom the allegations have been made to respond to the allegations.

The right of a person to an unbiased decision which includes:

- the right to impartiality in the investigation and decision making phases
- the right to an absence of bias by the decision maker.

The availability of a line of appeal adds to the fairness of the process and offers a check, in case there is a perception of conflict of interest.

Complaints may be initiated through a meeting situation, by phone or by email with a classroom teacher or the Principal. Initial records are kept in Compass Chronicle (as of 2020) or, if brought up in a School Council forum, then records will be documented in the minutes of the meeting.

Formal & Informal Complaints

The procedure above structurally outlines the process for formal complaints. Often informal complaints or grievances are raised. In these cases, cordial communication should be used to attempt to resolve issues. Should this not conclude the matter, refer to the principal/manager and the CEDWW Complaints Handling Policy, particularly Section 1.4.1 which describes what to do before making a formal complaint.

[CEDWW Complaints Handling Policy](#)

[SFXU Complaints Register](#)