St. Joseph's School is a Catholic community promoting excellence in education, and living the ideals of Strength and Kindliness in the tradition of the Brigidine Sisters.

VISION:
St. Joseph’s Primary School is committed to:

• Giving witness to the Catholic faith and honouring the Brigidine charism.
• Treating each individual with respect and dignity.
• Providing excellent teaching and learning opportunities allowing all to celebrate gifts and talents.
• Ensuring a safe and nurturing learning environment.
• Developing strong partnerships with Parish, family, school, wider community and the natural environment.

Purpose of this Procedure:

At St Joseph’s we are committed to providing a pleasant work environment for all employees, parents and students. We acknowledge however that at times parents can sometimes feel aggrieved about something that is happening at St. Joseph’s. A parent can have a complaint about any decision, behaviour, act or omission (whether by the Principal, DP or other staff/students/parents).

It is encouraged for parents to make the complaint directly to the classroom teacher, unless this seems impossible.

The purpose of this document is to provide a procedure by which parents can have such complaints addressed. This complaints handling procedure is available to you so your concerns can be addressed.

Key elements of our complaints handling procedure:

The following are the key elements of our complaints handling procedure:

Impartiality:
If you make a complaint, it will be investigated in a fair and impartial manner. No judgement or assumptions will be made, and no action will be taken until the investigation is complete.
**Confidentiality:**
You can feel secure that if you do make a complaint under this policy, it will remain confidential. The only people who will have access to information about the complaint will be the person making the complaint and the person investigating.

**No victimisation:**
You can also rest assured that if you make a complaint you will not suffer in any way as a consequence. The school authorities will ensure that a person who makes a complaint is not victimised in any way.

**Timelines:**
Each complaint will be finalized within as short a period as possible. All complaints should be finalized within one month.