



# St Joseph's Primary School

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## Complaints Handling Policy

Source of Obligation	The NSW Registration Manual (5.6.2) requires the School to have in place and implement policies and procedures in relation to complaints or grievances, with specific reference to processes for raising and responding to matters of concern identified by students and/or parents/guardians.
Complaints Management	<p>St Joseph's has a comprehensive Complaints Handling Program that ensures parents/guardians and/or other external complainants can raise matters of concern and lodge complaints and have them dealt with and responded to fairly and efficiently.</p> <p>This complaints and disputes handling program is based on the principles set out in the International Standard ISO 10002:2014 and AS/NZS 10002:2014.</p> <p>Information on how to make a complaint is made available on the School website and on CSO Armidale's website.</p>
Internal Grievances	The School's Complaints Handling Program is not to be used for internal staff grievances. The School has established an Internal Grievance Resolution Procedure for dealing with internal grievances received from staff.
Student Complaints	Complaints or grievances received from students are to be dealt with in accordance with our Student Duty of Care Program, not the Complaints Handling Program.
Record Keeping	It is the responsibility of our Complaints Manager to maintain records in relation to handling complaints received by the School.
Implementation	St Joseph's has set up a series of compliance tasks in CompliSpace Assurance, to ensure that key obligations under the NSW Registration Manual are managed effectively.