



## Complaints and notification Policy

### Rationale

We are committed to the effective management and resolution of complaints and notifications with a focus on prioritising student wellbeing. Complaints and notifications will be managed equitably with an emphasis on maintaining relationships and restorative approaches.

### Guidelines

Marmion Primary School will:

- categorise complaints and notifications according to the Complaints and Notifications Framework;
- encourage all members of the school community to make notifications relating to the conduct of staff members, parents, contractors and volunteers to enable appropriate action in response to concerns for the safety of students, parents, carers, staff members, contractors, volunteers and others;
- manage complaints and notifications in a fair, equitable, transparent, accessible, culturally responsive, restorative and effective way;
- apply procedural fairness in the management of complaints and notifications; and
- support students in making a complaint and manage complaints involving students with student safety and wellbeing in mind.
- All employees will comply with the [Complaints and Notifications Framework](#).

### Procedures

Complaints can be directed to the office or principal either by phone, email or organising a meeting. All complaints are recoded and filed. People making complaints and notifications must be provided with an outcome within an acceptable time frame.

Complaints and notifications can be made anonymously.

People making complaints or notifications can elect to report the matter to District Office at any time. Details of District Office contacts will be provided by the principal.