



St. Joseph's Primary School Numurkah

Complaints and Disclosure Policy 2016

Basic Beliefs:

* Our School is built on respect and an appreciation of individual differences

*“In never seeing a need without doing something about it” (Mary MacKillop)

Commitment to Child Safety

All students enrolled, and any child visiting, have the right to feel safe and be safe in all school environments and outside of school hours. The wellbeing of children in our care will always be our first priority and we have zero tolerance to child abuse. We aim to create a child safe and child friendly environment where children feel safe and are free to enjoy life to the full without any concern for their safety.

Aims and Objectives:

- Working to ensure an environment of mutual respect between all school community members.
- -Upholding the value that each school community member has needs, rights and responsibilities.
- Providing clear expectations of behaviour and treatment of others.
- Implementing a social skills and behaviour management program.
- Continuing to develop a culture where individual differences are accepted and opportunities are provided for all to reach their full potential.
- An employee can make a complaint about any decision, behavior or act of omission.

Complaints

Organisation

- If a complaint is made it will be investigated in a fair and impartial manner. No judgments or assumptions will be made and no action will be taken until a full investigation has been carried out.
- Any complaint made will be confidential. The only people who have access to information will be the complainer, any witnesses and the person / people involved in the investigation.
- St. Joseph's School will do all it can to ensure the person making the complaint is not victimised in any way.
- A complaint will be investigated and finalized in the quickest time frame possible.

When there is a complaint:

- The staff member who has made a complaint will firstly meet with the offending party and explain their feelings about the offender's behaviour and how it has had a negative effect on them. He / she will ask them to stop this behavior.
- If the staff member who has made a complaint doesn't feel he / she can approach the person they will then need to speak with The Principal / Vice Principal or another member of the Leadership Team – ie Unit Leader.
- The designated leader will then decide what resolution practice will take place. The complainer will be told what processes they can go through if they are not happy with the resolution practice.
- Minutes will be taken as the designated leader / person interviews the witnesses and the person the complaint has been made against.
- There will be a follow up meeting with the staff member who has made a complaint. During this meeting he/ she will suggest what action they would like taken to resolve the issue.
- If the complaint cannot be resolved the Principal will make a final decision on the outcome of the complaint.

Possible Outcomes:

- A written apology
 - An official warning
 - Counseling
 - Disciplinary action or dismissal
- If the complaint is unproved there will be relevant training for all staff. The staff involved in the complaint will be monitored.
- **If the complaint is proved to have been a non existent incident the following could be possible outcomes.**
- A written apology
 - An official warning
 - Counseling
 - Disciplinary action or dismissal
- If the staff member who has made a complaint doesn't feel the procedure has not been followed correctly or the outcome is unacceptable they can make an appeal to the Principal / Vice Principal. He / she will reflect on the way the complaint was handled. If it is found to be satisfactory procedure / outcome no further action will be taken. If not another appeal will be organized with an alternate leader investigating and carrying out the subsequent meetings / interviews.
 - If the staff member is still unhappy with the outcome they can then go to either the Parish Priest or the Educational Consultant attached to our school.

Disclosures : Staff, Students and Carers Organisation

The personal information that our school staff collect are:

- contact details of children, families, staff/carers, students, volunteers and management;
- children, families, staff/carers, students, volunteers, emergency contacts contact details;

- children's health status, specialist reports. Individual Learning Plans, SWD Applications, immunisation and developmental records and plans, external agency information, custodial arrangements, incident records, and medication records

Staff

- Documentation relating to recruitment and selection, performance reviews, qualifications, work history, child protection checks, health status, immunisation records and workers' compensation claims; child protection checks; and information relating to families' Child Care Benefit status and any other additional funding arrangements.
- Our School ensures that all information collected from persons will be considered private and confidential and not disclosed without the prior knowledge or consent from the individual or legal representative.

Note: For children, their legal representative is their parent or guardian.

- St. Joseph's Staff will inform persons, prior to collecting information, of the circumstances when information will be disclosed to other parties.

This can include where staff/carers' qualifications or first aid status may be disclosed to a selection committee or to families in a newsletter. It may also include any issues of a child protection nature, where information obtained by the service is required to be disclosed to the relevant government authorities.

- Before collecting personal information, the school will inform stakeholders:
 - *of the purpose for collecting information;
 - *what types of information will be disclosed to the public or other agencies;
 - *when disclosure will happen;
 - *why disclosure needs to occur;
 - *how information is stored;
 - *the strategies used to keep information secure;
 - *who has access to the information;
 - *the right of the individual to view their personal information
 - *the length of time information needs to be archived; and
 - *how information is disposed of.

In referring to 'sensitive information', the School means: information relating to a person's racial or ethnic origin, political opinions, religion, trade union or other professional or trade association membership, philosophical beliefs, sexual orientation or practices or criminal record, that is also personal information; health information and biometric information about an individual.

Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless you agree otherwise, or the use or disclosure of the sensitive information is allowed by law.

- It is understood by staff/carers, children and families that there is a shared responsibility between the service and other stakeholders that the Privacy and Confidentiality Policy and procedures accepted as a high priority.

- The School respects every Parent's right to make decisions concerning their child's education.

Generally, the School will refer any requests for consent and notices in relation to the personal information of a pupil to the pupil's Parents. The School will treat consent given by Parents as consent given on behalf of the pupil, and notice to Parents will act as notice given to the pupil.

- As mentioned above, parents may seek access to personal information held by the School about them or their child by contacting the Principal. However, there will be occasions when access is denied. Such occasions would include where release of the information would have an unreasonable impact on the privacy of others, or where the release may result in a breach of the School's duty of care to the pupil.
- The School may, at its discretion, on the request of a pupil grant that pupil access to information held by the School about them, or allow a pupil to give or withhold consent to the use of their personal information, independently of their Parents. This would normally be done only when the maturity of the pupil and/or the pupil's personal circumstances so warranted.

**To be ratified by the School Board
Review 2019**

