



Catholic Schools  
Parramatta Diocese

# Complaint Management Procedure

(for Parents, Carers and Community Members)

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## 1. Introduction and Purpose

These guidelines outline the principles and procedures for managing complaints and concerns raised by parents, carers and community members about Catholic Schools Parramatta Diocese (CSPD).

Our aim is to:

- assure the safety of children and young people
- maintain positive relationships between schools and families
- address concerns promptly and fairly before they escalate
- ensure transparent and consistent complaint handling
- uphold the principles outlined in the Family and School Partnership Principles

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## 2. Scope

2.1 This document applies to complaints raised by:

- parents and carers
- visitors
- volunteers
- community members

2.2 While these guidelines provide a framework for addressing concerns, the specific approach may vary depending on the nature, circumstances, and seriousness of each complaint.

2.3 These guidelines **do not** address:

- child protection matters, child safety complaints or safeguarding allegations against staff members (refer to [CSPD's Safeguarding Procedures](#))

2.4 Important Note: CSPD does not intervene in family disputes or custody matters. These matters must be referred to the Courts or NSW Police.

### 3. What is a complaint?

A complaint is an expression of dissatisfaction with:

- services provided by CSPD schools
  - behaviour or decisions of staff members (including school principals and CSPD support team staff)
  - CSPD and school practices, policies, or procedures.
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### 4. Core Principles

#### 4.1 Our Commitment:

- all complaints will be taken seriously
- written complaints will be acknowledged within 2 business days. Most complaints are handled within 20 business days however complex complaints may take longer. Where the complaint requires further attention, an update will be provided within 30 business days.
- handling of complaints will be impartial and professional
- a person making a complaint will be protected from victimisation
- principles of procedural fairness (that is, the right to be heard and the right to an unbiased decision [\[NESA manual pg61\]](#) will apply.

#### 4.2 Support During the Process

- complainants may have a support person present at meetings
- clear guidelines about the support person's role will be explained at the commencement of the meeting
- a person making a complaint can request information about the progress of their complaint by contacting [parentscarerssupport@parra.catholic.edu.au](mailto:parentscarerssupport@parra.catholic.edu.au) if no follow-up has been received after 10 days

#### 4.3 Confidentiality

While CSPD maintains strict confidentiality in handling complaints, there are circumstances where information may need to be shared:

- when interviewing relevant parties to make inquiries about the complaint

- when required to notify external authorities (e.g., NSW Police) about potential illegal activity or Child Protection concerns
- when necessary to ensure procedural fairness.

#### 4.4 Anonymous Complaints

While anonymous complaints will be accepted and reviewed where possible, CSPD's ability to inquire and respond may be limited without contact details. Anonymous complainants will not receive updates about actions taken.

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## 5. Complaints Resolution Process

### 5.1 General Principles

- Issues are best resolved at the local school level where possible.
- The school principal is the delegated manager of the school and has the authority to make decisions about the management of students and the school, even if you disagree.
- If you have not spoken with the school principal about the matter, you will be encouraged to do so. However, complaints about the school principal or “complex matters”, may be escalated to relevant CSPD support teams via [parentscarerssupport@parra.catholic.edu.au](mailto:parentscarerssupport@parra.catholic.edu.au)
- Complaints received by CSPD will typically be referred back to the school in the first instance. If the complaint is then escalated to Heads of Performance, they will review the complaint and make inquiries with relevant stakeholders.
- Documentation relating to complaints will be maintained and kept confidential.

### 5.2 Raising a Complaint

Complaints can be made:

- by making an appointment via your child's school office
- in writing via the [CSPD website form](#)
- by email [parentscarerssupport@parra.catholic.edu.au](mailto:parentscarerssupport@parra.catholic.edu.au)
- by phone to CSPD (02) 9840 5600 - where you will be forwarded to the correct CSPD support team member. (Please see Section 8 for direct support

team numbers).

### 5.3 Specific Types of Complaints

#### 5.3.1 Student-related matters

For concerns about learning, homework, behaviour, bullying, wellbeing, uniform or student learning support:

STEP1. First discuss with the student's teacher

STEP2. If unresolved, raise the matter with your child's year/stage/subject coordinator

STEP3. If unresolved, meet with the Assistant Principal or Head of School (K-12 Schools)

STEP4. If still unresolved, make an appointment to speak with the school Principal

STEP5. Only once steps 1-4 have been attempted and documented, escalate to CSPD via steps in 5.2 of this guideline

#### 5.3.2 Other School Matters

Raise directly with the school principal for issues relating to:

- Religious Education and Mission
- staff conduct
- banned substances or weapons
- suspension, transfer, and exclusion
- health & safety concerns
- student behaviour outside school
- parent behaviour
- enrolment concerns

Where your concerns have been raised to the principal and still requires an escalation, escalate to CSPD via steps in 5.2 of this guideline

#### 5.3.3 Administrative Matters or Complaints:

- school fees/finance/hardship: Contact [fees@parra.catholic.edu.au](mailto:fees@parra.catholic.edu.au)
- digital services issues (school issued devices, email accounts):  
Contact [familyICT@parra.catholic.edu.au](mailto:familyICT@parra.catholic.edu.au)

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## 6. Appeals Process

If you are concerned that the management of your complaint has not followed the processes outlined in this Policy, you may appeal in the following ways:

- 6.1 For school level appeals, you may ask for the matter to be escalated to the Head of Performance for that school. Contact [parentscarerssupport@parra.catholic.edu.au](mailto:parentscarerssupport@parra.catholic.edu.au)
- 6.2 For matters not resolved by the Head of Performance, a request can be made for a review by the Executive General Manager - Quality and Performance by contacting [parentscarerssupport@parra.catholic.edu.au](mailto:parentscarerssupport@parra.catholic.edu.au). A review will only be undertaken if processes in this document were not followed appropriately.
- 6.3 Appeals will be managed by someone not involved in the original inquiry and decision.
- 6.4 The decision of the appeal process will be provided to the complainant with that decision being final. No further correspondence will be entered into unless new information has been provided, even if the decision is not the preferred outcome of the complainant.
- 6.5 Complaints may be referred by the complainant to external agencies, such as the Human Rights Commission. The external agency will determine the merits of the complaint.

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## 7. Related Documents

- [Bullying Prevention and Response Procedure](#)
- [Banned Substances Procedures](#)
- [Banned Weapons Procedures](#)
- [Safeguarding Procedures](#)
- [Student Attendance Policy](#)
- [Suspension, Transfer and Exclusion Procedures](#)
- [Student Use of Digital Devices and Online Services Policy](#)
- [Student Wellbeing Policy](#)

- [Student Behaviour Policy](#)
  - [Family and School Partnership Principles](#)
  - [Enrolment Policy](#)
  - [Privacy Policy](#)
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## 8. Further information

For further information about this Guideline or to make a complaint, please contact CSPD at [parentscarerssupport@parra.catholic.edu.au](mailto:parentscarerssupport@parra.catholic.edu.au) or telephone (02) 9840 5651.

Community members **other than parents / carers of enrolled children** please contact CSPD at [cl@parra.catholic.edu.au](mailto:cl@parra.catholic.edu.au) or telephone (02) 9840 5796.

[Link to download the Parent Complaint Form](#)

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**CATHOLIC SCHOOLS PARRAMATTA DIOCESE – COMPLAINT FORM**  
**(This form can be used to raise a complaint)**

<b>YOUR DETAILS</b>	
Family name:	Given name:
Child's Name:	School:
Contact email and phone:	
<b>PLEASE PROVIDE DETAILS OF THE COMPLAINT</b> (Provide as much detail as possible and attach additional pages if space is insufficient. You may also attach supporting documentation)	
<b>PLEASE PROVIDE DETAILS OF THE OUTCOME YOU ARE SEEKING</b>	



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**HAVE YOU PREVIOUSLY TRIED TO RESOLVE THIS CONCERN?**

YES       NO

If yes, when:

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With whom did you speak?

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What was the result:

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Date:

**Complaint received by:**

Name:

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Position:

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Signature:

Date: