



Complaints Handling Policy

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SECTION 1: STATEMENT

At Saint Ignatius' College we are committed to our ideal of cura personalis, where we promote a sense of belonging and engagement in the life of the community. This is realised in companionship with others. Effectively dealing with issues and concerns raised by members of our College staff, students, community and general public, supports our wellbeing framework and promotes a collaborative and supportive environment that benefits everyone.

A positive resolution will most often arise where there is clear communication, an opportunity for all parties to express their views and be heard. As such, the College encourages parties to agree upon a method of resolution.

1.1 PURPOSE

The purpose of this policy is to affirm Saint Ignatius' College's commitment to addressing complaints in a manner that is respectful, fair and consistent with the College's values. It ensures that all members of the College community have the opportunity to raise concerns and have them acknowledged and addressed appropriately.

1.2 SCOPE

This policy applies to all members of the College community including students, parents, staff, old scholars and members of the public. It covers complaints related to academic, administrative, interpersonal and operational matters, except where other specific policies apply such as:

- CESA Safeguarding Children and Young People Policy
- Student Bullying Prevention and Intervention Policy
- CESA Workplace Discrimination, Bullying and Harassment Policy

These policies take precedence over this Complaints Handling Policy where applicable.

1.3 DEFINITIONS

Complaint or Grievance: an expression of dissatisfaction with a real or perceived situation or outcome. These can be

1. Minor – readily resolved
2. Major – cannot be readily resolved.

College Community: All students, parents, old scholars and other members of the College community are covered by this Policy.

1.4 POLICY PRINCIPLES

Saint Ignatius' College is committed to:

- Providing a working and learning environment that is safe and fair;
- Promoting our College values and nurturing respectful relationships;
- Minimising the incidence of conflict that might give rise to a serious complaint;
- Supporting the right of every member to have his or her complaint lodged, listened to, addressed fairly and dealt with as soon as practicable;
- Meeting its moral and legal obligations. These include for example, but are not limited to: anti-discrimination and vilifications laws, child protection laws and Family Court Orders;
- Maintaining high levels of communication and record keeping;
- Providing adequate training and support for people with responsibility to investigate and mediate on serious complaints.

1.5 RELATED LEGISLATION, DOCUMENTS AND SOURCES

Legislation and Standards

- Sex Discrimination Act 1984 (Commonwealth)
- Equal Opportunity Act 1984 (SA)
- Workplace Protection (Personal Violence) Act 2025 (SA)

Policies, Procedures, Frameworks, Resources

- CESA Safeguarding Children and Young People Policy
- Student Bullying Prevention and Intervention Policy
- Responding to Discrimination, Bullying and Harassment in the Workplace
- Complaints Handling Procedures
- CESA Compliant Response and Resolution Procedure

1.6 REVISION RECORD

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