



Complaint Management and Resolution Policy

May 2023

CATHOLIC SCHOOLS BROKEN BAY

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Rationale

Catholic Schools Broken Bay (CSBB) is committed to providing a harmonious and safe environment for all students, parents/carers, and staff. This policy is intended to ensure that complaints are received, managed, and resolved fairly, efficiently and effect

All CSBB Staff (School

Review

The Complaint Management and Resolution Policy and related Procedures/Processes will be reviewed every three (3) years unless there is a legislative or regulatory requirement to do so earlier.

Revision/Modification History

Version

GLOSSARY

Complaint

A complaint involves an expression of dissatisfaction, or a concern made about a school, including process, policy, curriculum or community concerns. Complaints are an opportunity to identify issues and take action to improve the situation or relationship and drive a culture of continuous improvement.

Complainant

Complainant is a person, organisation or advocate making a complaint.

Feedback

Feedback includes opinions, comments and expressions of interest or concern, made directly or indirectly, explicitly or implicit