



Reporting Complaints and Resolving Grievances

Saint Ignatius' College actively promotes an open and accountable ethos which encourages close and direct communication on any issue between members of its community: staff, parents and students.

Most issues that arise can be readily resolved through direct contact with the College. Parents and students are encouraged to discuss any concerns with the appropriate member of staff.

To assist this process, the Homeroom, House and Boarding Division systems are designed to ensure close, ongoing two-way communication between students and staff and parents and staff. The role of Director of Students carries a mandate to ensure there exists an impartial approach to student and parent complaints

Information published in the College Diary provides guidance as to the range of staff who may be able to provide assistance, dependent upon the nature of the concern. From time to time, however, concern or grievance may arise.

Parents and other members of the College community are encouraged to discuss this with a senior member of staff with whom they feel comfortable.

Staff can provide advice and outline the process the College would take to investigate and resolve the matter. All such matters raised will be treated generally in accordance with the following:

- ✦ An investigation will be conducted without delay and in a fair and unbiased manner.
- ✦ All persons involved in the inquiry will have a fair and reasonable opportunity to present their views about the alleged circumstances.
- ✦ The College's commitment to an impartial hearing is assured by the Headmaster.
- ✦ All reasonable inquiries will be made and all relevant available evidence will be thoughtfully considered before a decision is reached. The College's view and likely actions will be communicated to the persons involved.

Details about the College Policies on Student Welfare, Discipline and Complaints and Grievance can be found in the Student Diary which is distributed to all students, the Staff Handbook which is distributed to all staff and on the College Website.

