



‘Truth and Courage’

Inspired by the legacy of our Patron St Francis Xavier captured in the words ***“What more can I be or do for Christ”***, the Vision of the College is to provide our staff, students and their families with a rich experience of a Catholic learning community and encounter with Jesus. It is this encounter with Jesus that calls us to a spirit of evangelisation through education.

Complaints

St Francis Xavier College adheres to the attached CACG Complaints Policy which can be accessed via the following link.

[Complaints Policy](#)

The implementation of **CACG Complaints Policy** at College level is contained within our **Statement of Practice** which has been endorsed by the Executive and Community Council of the College.

St Francis Xavier College adheres to a consistent and effective approach to handling complaints to ensure these are dealt with fairly, impartially, and confidentially. The College maintains an open and transparent complaints management process. The staff and leadership recognise that grievances may arise from time to time and are committed to a just and fair resolution.

Staff, students and our parent community are periodically reminded that the College has a complaints process that they can access.

In the first instance, it is recommended where a concern or complaint exists it try to be resolved directly with the person involved. This may be done by requesting a phone call or meeting with the relevant employee to discuss the concern.

If a resolution is not reached at the initial discussion, complaints should be made in writing – either by email or by letter. The person receiving the complaint will arrange for it to be referred to the most appropriate person.

Where a complaint involves serious allegations, additional written information may be requested. Matters of a serious nature may be referred to an external party such as the ACT Police, ACT Child and Youth Protection Services, ACT WorkSafe. These matters require formal investigation. They may be investigated and managed by People & Culture or outsourced to an external investigator, as well as any investigations by authorities.

Procedure for student complaints toward other students

- Students may speak with their pastoral teacher, subject teacher or Year Coordinator.
- Students will be advised of their rights and responsibilities.
- An investigation may be led by the Assistant Principal Student Wellbeing or delegate.
- The alleged respondent of the complaint may be informed about the allegation.
- The Assistant Principal Student Wellbeing or delegate may arrange for the complainant and the alleged respondent to have appropriate support during the process of investigation.
- The outcome of the investigation may be determined by the Assistant Principal Student Wellbeing or delegate.
- Support mechanisms and plans may need to be implemented for the complainant and the respondent.
- Appropriate notifications and record keeping will complete the process.

Procedure for student complaints toward staff

- Students may speak with a member of staff about a concern.
- The person receiving the complaint may arrange for it to be referred to the Principal, the appropriate Assistant Principal or delegate.
- An investigation may be led by the Assistant Principal Student Wellbeing, Staff Development or Teaching and Learning, or delegate.
- The alleged respondent of the complaint may be informed about the allegation.
- The Assistant Principal or delegate may arrange for the complainant and the alleged respondent to have appropriate support during the process of investigation.
- The outcome of the investigation may be determined by the Principal, Assistant Principal or delegate.
- Support mechanisms and plans may need to be implemented for the complainant and the respondent.
- Appropriate notifications and record keeping will complete the process.

Procedure for staff member complaints

- Staff may speak with the Principal, Assistant Principal or delegate about a concern. The concern may also be emailed.
- The person receiving the complaint will arrange for it to be referred to the most appropriate person.
- The College will determine the most appropriate method of managing the complaint, to ensure confidentiality of the process and that the appropriate people in the College are involved.

- If the complaint involves a member of the Executive the matter will be referred to the Principal, or in the case of the Principal, the complaint may be referred to the School Performance and Development Leader, who will liaise with CE People and Culture in relation to any processes.
- Once a complaint has been received an acknowledgement of receipt will be issued.
- The complaint will be investigated confidentially and in an equitable and unbiased manner, as deemed appropriate by the College.
- The College or People and Culture will inform the complainant in writing about the outcome of the investigation, to the extent appropriate noting procedural fairness and confidentiality obligations.
- Support mechanisms and plans may be implemented for the complainant and the respondent.
- Appropriate notifications and record keeping will complete the process.

Procedure for parent/carers complaints

- Parent/carers may speak with a member of staff or lodge a complaint in writing by email or letter.
- The complaint should include details of the concern including relevant time and dates and people involved.
- The person receiving the complaint will arrange for it to be referred to the most appropriate person.
- All complaints are treated seriously.
- The College will determine the most appropriate method of managing the complaint, to ensure confidentiality of the process and that the appropriate people in the College are involved.
- If the complaint involves a member of the Executive the matter will be referred to the Principal, or in the case of the Principal, the complaint may be referred to the School performance and Development Leader who will liaise with CE People and Culture in relation to any processes.
- Once a complaint has been received an acknowledgement of receipt will be issued.
- The complaint will be investigated confidentially and in an equitable and unbiased manner, as deemed appropriate by the College.
- The College will inform the complainant in writing about the outcome of the investigation, to the extent appropriate noting procedural fairness and confidentiality obligations.
- If the complainant is not satisfied with the decision made following the investigation, they can appeal in writing.
- The College does not offer unlimited opportunities for appeal if a complainant is unhappy with the resolution of a complaint.
- Any appeal against the resolution of a complaint should be made in writing to the Principal. An appeal is only likely to be considered if there is evidence there was a procedural problem with the investigation.
- The Principal, at their discretion, will consider the application for an appeal and will either direct the complaint to be re-examined or direct the matter be closed.

Related CACG Documents

[Code of Conduct](#)

[Privacy Policy](#)

[Professional Conduct when Working with Children and Young People Policy](#)

[Safe and Supportive Schools Policy](#)

[Workplace Discrimination Harassment and Bullying Policy](#)

Related Legislation and Standards

Children and Young People Act 2008 (ACT)

Anti-Discrimination Act 1991

Fair Work Act 2009

NSW and ACT Catholic Systemic Schools Enterprise Agreement 2023

Ombudsman Act 1989 (ACT)

Related St Francis Xavier Documents

Nil

Forms

Nil

Endorsed by:	The Executive and Community Council of St Francis Xavier College
Implementation date:	2025
Revision date:	July 2027
Contact Officer:	Principal or delegate
Reviewed:	August 2025