






This document outlines how Catholic Schools Broken Bay (CSBB) reviews,



The following four step process is to be followed in respect of the resolution of complaints, concerns, or feedback.


**a) Discussion with the class teacher at school**

- The best outcomes arise when complaints and concerns are addressed to, and quickly resolved with the classroom teacher or member of staff.
- In Primary Schools, this would usually be the classroom teacher in the first instance, whereas in Secondary Schools it may be the Year Coordinator or Pastoral Care Teacher.

**b) Discussion with school principal (or delegate)**

- Where the complaint or concern cannot be immediately resolved after speaking to the class teacher, the complaint should be discussed with the school principal.
- The school principal may delegate the responsibility for resolving the concern or complaint to their delegate (usually a member of their leadership team).
- The complaint or concern will be assessed, and further information may be obtained (student records etc) to allow for a proper assessment and a timely resolution.
- Complaints to the principal can be submitted in person, by phone, in writing or via email. Receipt of a complaint shall be acknowledged by the school, usually within 2 working days of receipt.


**c) Contact the CSBB Community Engagement Team**

- Where the complaint or concern remains unresolved, this can be referred to the Community Engagement Team via email [cet@dbb.catholic.edu.au](mailto:cet@dbb.catholic.edu.au).
  - The complaint can be lodged online via the Feedback form [link](#). This should outline the steps taken to resolve the issue and the desired outcome. Where a complaint is received by phone, a request may be made for the issue to be submitted in writing to ensure clarity and accuracy.
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- The complaint or concern will be assessed by the Community Engagement Partner in the first instance, who will contact the complainant within 2 working days to acknowledge receipt and advise of the process to be followed to investigate the complaint.
- An investigation into the complaint will be conducted, and the Community Engagement Partner will maintain contact with the complainant during this period to clarify or gather additional information. with further information being obtained from the school to allow for a proper assessment and resolution.
- The complaint resolution process should be completed as quickly as possible and within twenty-one (21) days from the date of receipt


- The request for review must be in writing addressed to the Director of Schools and made within 10 working days from the initial complaint decision.
- The request should outline the steps undertaken to resolve the issue, the reasons for the request for review, and proposed resolution.
- The Office of the Director of Schools will respond to the request as expeditiously as possible, usually no more than 10 working days of receipt.
- Whilst it remains the strong preference of Catholic Schools Broken

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This document applies to all CSBB schools and offices in handling complaints made in respect of services provided by CSBB, its schools or against people employed or engaged by CSBB. However, it excludes receipt or handling of allegations about CSBB workers, which are to be dealt with under Safeguarding and/or Capability and Enablement Frameworks.

This document and the associated procedures are not applicable to complaints related to ongoing legal proceedings, industrial agreement or under the jurisdiction of other organisations/statutory bodies, including, but not limited to, the Department of Communities and Justice, NSW Police, or the Office of the Children's Guardian.



CSBB Catholic Charter  
CSBB Code of Conduct



Catholic Diocese of Broken Bay Complaint Handling Policy.  
Complaint Management and Resolution Policy (2023)  
Conflict of Interest Policy  
Related Parties Policter

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