



# Feedback Policy

## Document Control

### Document Details

Document Name	Feedback Policy
Document created by	Risk and Compliance Manager
Document Approval	Leadership Team

### Document Management

Relevant to	Parent(s)/Caregiver(s) Students School Community
Related documents includes but not limited to:	<ul style="list-style-type: none"> <li>• Child Safety Code of Conduct (2018)</li> <li>• OHS Policy (2017)</li> <li>• Against Bullying Policy (2016)</li> <li>• Wellbeing Policy (2018)</li> <li>• Privacy Policy (2018)</li> <li>• ICT Policy (2018)</li> <li>• Social Media Policy (2015)</li> <li>• Whistleblower Policy (2019)</li> <li>• Staff Grievance Policy (2016)</li> <li>• Parent/Caregiver Code of Conduct</li> <li>• Student Code of Conduct</li> <li>• Restorative Practices and Positive Student Behaviour Protocols (2018)</li> <li>• Teacher Parent Communication Protocol (2012)</li> </ul>
Related Legislation includes but not limited to:	<ul style="list-style-type: none"> <li>• Education and Training Reform Act Vic (2006)</li> <li>• Education and Training Reform Regulations Vic (2017)</li> <li>• Charter of Human Rights and Responsibilities Act Vic (2006)</li> <li>• Child Wellbeing and Safety Act (2005)</li> <li>• Children, Youth and Families Act (2005)</li> <li>• Occupational Health and Safety Act (2005)</li> <li>• The Family Law Act 1975</li> <li>• Ministerial Order 870 (2016)</li> <li>• Human Rights and Equal Opportunity Commission Act (1986)</li> <li>• Privacy Act 1988 (Cwth) / Australian Privacy Principles (2014)</li> <li>• The Child and Young Persons Act (2005) (Victoria)</li> </ul>
Review	The Policy shall be reviewed every 1 - 3 years or as required

### Change History

Author	Date	Description	Version
N Visic	January 2019	Original document created	V1
N Visic	February 2019	Policy reviewed and approved by Leadership	V1
N Visic	March 2019	Policy communicated to the school community and published on school website	V1



# Feedback Policy

## Introduction

It is the policy of Sacré Cœur to live out the values that reflect its Sacred Heart tradition. These values are embodied in the Five Goals of Sacred Heart education, which are:

1. A personal and active faith in God
2. A deep respect for intellectual values
3. The building of community as a Christian value
4. A social awareness that impels to action
5. Personal growth in an atmosphere of wise freedom

## Purpose

Sacré Cœur is committed to building a school culture that features positive, respectful relationships that work closely together to provide the best educational opportunities for every child. In building and nurturing this culture, we acknowledge that students, parents/caregivers and members of the school community may sometimes have feedback they wish to provide to the School. Every member of our school community has a right to have their feedback addressed, and the School will work positively and resolutely to achieve a satisfactory outcome for the person/s involved.

## Rationale

Having an effective Feedback Management Process enables the School to:

- Build a positive school culture
- Enhance staff relationships with parents, students and the broader school community
- Encourage the resolution of concerns, feedback or disputes at the earliest possible stage and avoids escalation of vexatious or frivolous issues
- Avoid confusion, build consistency and empower staff to resolve issues in a consistent, systematic and responsive way
- Enable valuable feedback
- Ensure that the School complies with its legal obligations
- Continually improve its internal systems and controls
- Protect and enhance its reputation
- Mitigate risks

## **1. What constitutes feedback?**

Feedback can be either:

- An expression of dissatisfaction involving an issue or a concern where a response or resolution is expected from the School
- An expression of positive thoughts or experiences

## **2. School commitments towards feedback resolution**

In receiving and responding to feedback, the School is committed to:

- Being respectful, courteous and sincere with a genuine desire to achieve fair and reasonable decisions
- Resolving matters as quickly as possible
- Treating all feedback received as confidential (including personal information), impartial and ensuring that no one is victimised
- Providing relevant resolution information to the person providing the feedback (ensuring that confidential information is not disclosed) and allowing an opportunity for the person providing the feedback to respond
- Ensuring the School follows sound and fair resolution practices which may involve conciliation, investigation or decision making
- Providing the person who has raised the feedback with options for having the decision reviewed or mediated when a satisfactory outcome cannot be achieved
- Ensuring that the communal needs of the School Community in most instances exceed the needs of any individual
- Documenting the feedback in the School's Feedback Register outlining actions taken to resolve

## **3. Expectations of people providing feedback**

The School requests and expects that people providing feedback must:

- Communicate and respond in ways that are constructive, fair and respectful
- Provide complete and factual information
- Observe confidentiality and a respect for sensitive/private issues
- Act in good faith to achieve an outcome acceptable to all parties
- Have realistic and reasonable expectations about possible outcomes/remedies
- Understand that professional, confidential or personal information relating to the resolution may not be able to be disclosed
- Not provide feedback to another student while at the School (the School expects that parents/caregivers refer their feedback directly to the School using the Communications Channels listed in Appendix 1)
- Not approach or try and resolve an issue with another parent/caregiver directly if the complaint pertains to issues or incidents that have arisen at the School

## 4. Feedback Management Process

The School encourages the feedback and communication process shown below:

Process	Communication	Feedback Information
1. Provide feedback to the staff member who is most closely connected with the issue/concern	Refer to the Communication Channels listed in Appendix 1	Email directly to the staff member outlining the matter and the reasons for feedback or concern <b>and</b> include the preferred method of communication i.e. return email, telephone conference or face-to-face meeting
2. If there is uncertainty about the most appropriate person <b>or</b> If there is a wish to have the feedback escalated due to dissatisfaction with the resolution provided following initial contact made with a staff member	Send an email to: <a href="mailto:feedback@sac.vic.edu.au">feedback@sac.vic.edu.au</a> and a relevant staff member will be in contact to address the feedback / concern	Send an email to: <a href="mailto:feedback@sac.vic.edu.au">feedback@sac.vic.edu.au</a> outlining the matter and the reasons for feedback/concern <b>and</b> include the preferred method of communication i.e. return email, telephone conference or face-to-face meeting

*NOTE: Please refrain from sending confidential, contentious and/or emotional information via email as these matters are usually best discussed face-to-face or over the phone.*

## 5. Serious or Repeated Feedback, Allegations or Misconduct

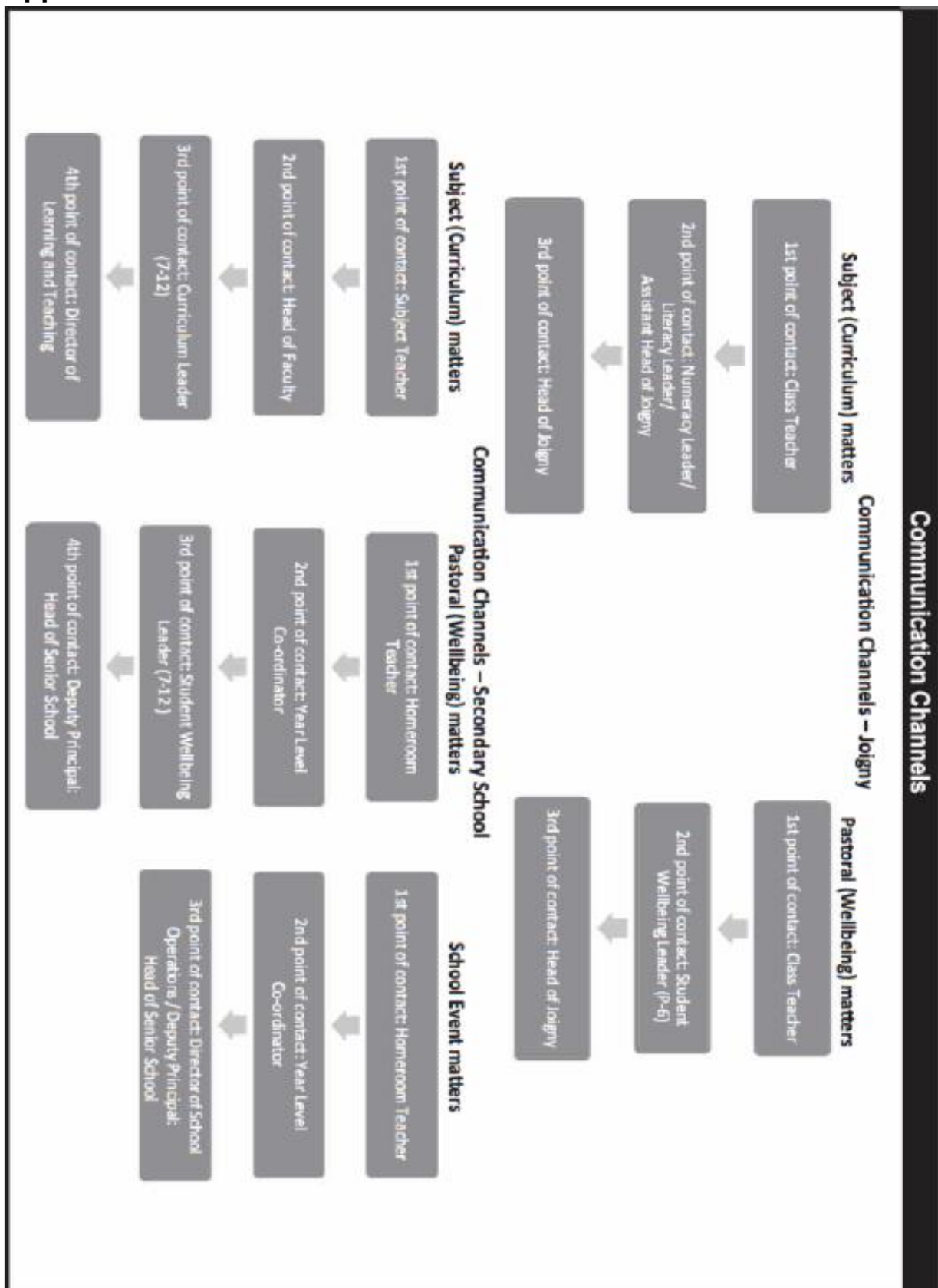
Where feedback is related to an allegation of physical, emotional or sexual abuse, or when feedback is sufficiently serious or repeated, the School Principal will take immediate action to report the matter to the appropriate authorities, ensure a comprehensive investigation and work with all parties to facilitate a resolution.

## 6. Avenues of Appeal

If feedback remains unresolved, or if the person is dissatisfied with the outcomes, the person has the right to seek other avenues of appeal through either the School's Risk and Compliance Manager or via Catholic Education Office using the below link:

<https://www.cem.edu.au/AboutUs/Policies/Complaints.aspx>.

## Appendix 1 – Communication Channels



*NOTE: If the feedback relates to a non-teaching areas of the school, the [feedback@sac.vic.edu.au](mailto:feedback@sac.vic.edu.au) email address should be used*