

## **DISPUTE & COMPLAINT RESOLUTION POLICY**

### **Principles**

- 1.1** All decisions are to reflect the paramount importance of the student(s).
- 1.2** Any person may complain orally or in writing about any matter arising from the operations of Aranmore Catholic College.
- 1.3** Complainants are personally responsible and liable for the content of their complaints.
- 1.4** It is preferable that the complaint is verifiable, however if a complaint or any other information of unknown origin (i.e. Anonymous) provides information that would cause the Principal concern, it should be considered by the Principal so that they can determine the appropriate course of action.
- 1.5** Any review of a dispute or complaint will be based on procedural fairness.

### **Procedures**

- 2.1** The Policy for dealing with disputes and complaints is available to parents, students and staff, on the College website.
- 2.2** A dispute or complaint can be made by any person regarding the provision of education or related matter. Depending on the nature and level of the complaint, it should be made in writing. Where an immediate party cannot be identified, such as if it is anonymous or from an unverifiable source, the information should be assessed and duly considered.
- 2.3** Where there is an appropriate Catholic Education Commission of Western Australia (CECWA) policy statement that provides a specific mechanism for addressing the dispute or complaint, that policy statement shall be followed.
- 2.4** Where there is a binding legislative or regulatory mechanism (including an Enterprise Bargaining Agreement) that addresses the issue raised in the dispute or complaint, that legislative or regulatory mechanism shall be followed.

- 2.5** When a dispute or complaint arises, the immediate parties involved should attempt to resolve the issue in the first instance.
- 2.6** Parties may involve a support person(s) to assist them in resolving the dispute or complaint.
- 2.7** Should a complainant be dissatisfied with the resolution as a result of involvement of the immediate parties, or if there are unique circumstances, the matter can be referred to the next level by the complainant, for example, to the Principal.
- 2.8** The Principal is responsible for the resolution of disputes within the school referred to them by the immediate parties, in accordance with procedural fairness.
- 2.9** Where a dispute or complaint is about the Principal and there is no likelihood that it can be resolved directly with the Principal, the immediate parties may refer the dispute or complaint to the Executive Director of Catholic Education.
- 2.10** The Principal may request external assistance and expertise (including mediation), including the involvement of the CEWA Employment and Community Relations Team to assist in the resolution of a dispute or complaint.
- 2.11** The Principal shall inform the complainant (unless anonymous) and relevant parties of the outcome of their decision.
- 2.12** The Principal shall maintain appropriate records of the relevant particulars used to make a decision in response to any formal dispute or complaint. Where applicable this will include any statements made by the parties involved.
- 2.13** Any party may request a review of the Principal's decision, in writing, to the Executive Director of Catholic Education.

The Director General of the Department of Education is responsible for ensuring that the school observes the registration standards, including the standard about its complaints handling system.

Any student, parent or community member is entitled to contact the Director General with concerns about how the school has dealt with a complaint. Information is available on the Department of Education website: <https://www.education.wa.edu.au/>

While the Director General may consider whether the school has breached the registration standards, she does not have the power to intervene in a complaint or override the school's decision.