



St Joseph's School Waroona

DISPUTE AND COMPLAINT RESOLUTION PROCEDURES

1. Aim

St Joseph's School Waroona is committed to providing an environment that is safe for its employees, students and our parent community.

The CECWA Executive Directive on Dispute and Complaint Resolution provides the process to ensure that disputes and complaints at St Joseph's School Waroona are dealt with fairly, objectively and in a timely manner and that processes reflect the principles of participation, co-responsibility and subsidiarity.

In Catholic Education, Christ is the foundation. All members of our School Community are committed to reflecting gospel values in everyday activities and personal encounters.

The processes used are child friendly, culturally safe, respect the dignity of the human person, and guide St Joseph's School Waroona in the management of disputes and complaints.

The school is committed to providing a considered response to any informal or formal dispute / complaint between any parties, or their action, directly associated with the School.

| Sources of Authority | |
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| CECWA Policy | Catholic Education Commission Western Australia Education Policy – Effective February 2021 |
| Executive Directive | Executive Directive – Disputes and Complaints |

2. Scope

This applies to all students, staff, families and visitors to St Joseph's School Waroona

3. Procedure

Any person may complain orally or in writing about any matter arising from the operations of St Joseph's School Waroona. Students are encouraged to discuss any concerns / complaints with their classroom teacher, either verbally or via email. Parents / Carers / Guardians are encouraged to contact the relevant classroom teacher, the Assistant Principal or Principal to discuss any concerns and complaints.

St Joseph's School Waroona staff ensure that the Dispute and Complaint Executive Directive is followed in dealing with disputes and complaints. The Flowchart in the Executive Directive is followed and dealt with in accordance with the principle of subsidiarity.

<https://policy.cewa.edu.au/executive-directive/dispute-and-complaint-resolution/>

The resolution of a dispute or complaint, in the first instance, should be undertaken between the immediate parties involved. If there is no resolution, then it is referred to the next level e.g. classroom teacher, Assistant Principal or Principal. However, in the instance of a breach of the Code of Conduct it is referred directly to the Principal.

Staff are required to document all the details related to the complaint or dispute, including investigation reports and interview notes with students and parents on Seqta. Consultation will take place with the Leadership Team if required.

School Leadership will deal with a dispute and complaint if it is more of a serious nature and has not been resolved at a classroom level. Leadership will ensure the Flowchart in the Executive Directive is followed and all details will again be documented on Seqta.

The Principal will ensure that consultation takes place firstly with CEWA and will also seek advice from CEWA about consultation with the relevant authorities e.g. Department of Communities, Department of Education and WA Police etc.

Once a decision has been made, parties may request a review of the decision or any remedy in accordance with directives, including escalating the dispute or complaint to the Executive Director of CEWA and or / Congregational Leader or Governing Authority.

The Director General of the Department of Education is responsible for ensuring that St Joseph's School Waroona 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. While the Director General may consider whether St Joseph's School Waroona has breached the registration standards, the Director General does not have the power to intervene in a complaint or override the School's decision.

All documentation related to disputes and complaints is recorded on Seqta and, where applicable, access to documentation is restricted to the Assistant Principal and Principal.

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| Authorised by | Michael O'Dwyer Principal | Signature: | <i>Michael O'Dwyer</i> |
| | | Date: | 27/08/2021 |
| Effective Date: | 27/08/2021 | Next Review: | 27/08/2024 |

