



## POLICY 05.05.00-GE Complaints & Disputes



Staff of St Edmund's College and St Gabriel's School (the School/s) are committed to a just resolution of all grievances and will ensure that members of the School Community and the broader community (community members) are free to raise any grievance regarding the School.

### OBJECTIVES

- To provide a mechanism which enables community members to express their dissatisfaction or disagreement with practice, policies or procedures of the School and seek a resolution.
- To ensure that grievances are responded to in a manner that respects confidentiality and allays any fears of retribution.
- To provide full information to the community on issues where a grievance may have arisen through lack of information or a misunderstanding.

### PRACTICES

- Any complaint/grievance raised by a community member with School staff should be raised with a School Leadership member. Every attempt should be made to resolve the problem at this level.
- A written record should be kept on the appropriate file of any complaint or grievance raised, the action taken and the outcomes reached.
- If the complaint/grievance is not resolved, the community member may raise the matter with the Principal. The School Leadership member should facilitate this step, if necessary.
- The Principal will investigate the complaint/grievance promptly and, subject to policy requirements, advise the appropriate authority accordingly.
- The Principal and/or appropriate authority will propose a way of resolving the issue.
- Through conciliation, the proposed course of action will be discussed with all concerned and implemented if agreement is reached.
- Any changes in school operations and/or policy and procedures resulting as an outcome of this conciliation process are to be implemented immediately by all School staff.
- The above process should take place within 2 weeks of the initial complaint/grievance and the Principal will review the process of the complaint resolution.
- Where the above process fails to resolve the complaint/grievance within the agreed timeframe of 2 weeks, then the community member and their advocate (if applicable) should be informed of external avenues for grievance resolution. These may include the Catholic Commission for Employment Relations, the Disability Complaints Unit of the Department of Community Services, the Human Rights and Equal Opportunities Commission, and the Commission for Children and Young People (1998).
- All school staff will treat as confidential details of any grievance raised by community members and will divulge the information only on a "need to know" basis, i.e. to a School Leadership member and the School Principal.
- All school staff will ensure that no retribution is directed towards the student or the family/advocate as a result of a complaint or grievance having been lodged.
- In the event that the community member/s are not satisfied with the outcome of a complaint or do not wish to avail themselves of the School's grievance mechanism, they will be encouraged to raise the matter with another appropriate organisation. A School Leadership member or Principal of the School will provide the family with a list of appropriate organisations to which they may have recourse, and if required, will make the initial contact with the organisation selected by the family.

### PROCEDURAL FAIRNESS

Procedural fairness means that the student must be treated fairly and justly including;

- Right to be heard
- Right to be treated without bias
- Decision based on relevant evidence

The School Principal will address any complaint and grievance arising from the implementation of Procedure 02.12.01 Behaviour Management.

The School accepts responsibility for the training of staff to handle grievances objectively and in accordance with these policies and procedures.

<b>Date of Next Review</b>	June 2020
<b>Approval Authority</b>	School / College Principal
<b>Related Policies, Procedures and Guidelines</b>	02.12.01 – Behaviour Management Procedure 06.03.00 – Professional Code of Conduct Policy