



# POLICY 05.05.00-G Complaints & Disputes

Staff of St Gabriel's School (the School) 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.

### 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 Principal will address any complaint and grievance arising from the implementation of 02.12.01-G – Behaviour Management Procedure.

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>	May 2024
<b>Approval Authority</b>	School Principal
<b>Related Policies, Procedures and Guidelines</b>	Catholic Commission for Employment Relations Disability Complaints Unit of the Department of Family & Community Services Human Rights and Equal Opportunities Commission Commission for Children and Young People (1998) 05.05.01-G – Complaints and Disputes Procedure 05.05.03-G – Complaints Handling Guide 05.05.04a-G – Complaints Handling Guide App A 05.05.04b-G – Complaints Acknowledgement Letter App B 01.01.00-G – Child Protection Policy 01.01.01-G – Child Protection Compliance Procedure 02.12.01-G – Behaviour Management Procedure 06.03.00-G – Professional Code of Conduct Policy