



Irene McCormack Catholic College

Dispute and Complaint Resolution Procedure

1. Aim

Irene McCormack Catholic College (the College) serves as a model to create a genuine community founded upon a shared commitment to the common good.

The interactions and protocols of the College emphasise the sacredness of human life and the dignity of the individual.

On occasion, there may be a disagreement with a decision and a dispute or complaint may arise within, or with, the College.

The College is committed to ensuring that disputes and complaints are dealt with fairly, objectively and in a timely manner, **and** that processes reflect the principles of participation, co-responsibility and subsidiarity.

Sources of Authority	
CECWA Policy	Community
Executive Directive	Dispute and Complaint Resolution

Scope

This statement applies to all within the Irene McCormack Catholic College Community.

Definitions

Complaint means an expression of dissatisfaction with the College procedures, decisions, omissions, quality of service, staff or student behaviour.

Dispute means a conflict regarding a right, claim or demand of one side, met by contrary claims or allegations on the other.

Principles

- All decisions are to reflect the paramount importance of the student(s).
- Any person may make a complaint about any matter arising from the operations of the College. Students may direct complaints to their Year level Assistant Deputy Principal
- The Principal is responsible for the resolution of disputes or complaints within the College in accordance with procedural fairness.
- Complainants are personally responsible and liable for the content of their complaints.
- A dispute or complaint made in accordance with this document is a dispute or a complaint about the College notwithstanding the naming of any staff member in a dispute or a complaint.
- Natural Justice must be exercised in resolving any dispute or complaint. This requires that both parties receive a fair hearing and that the decision is made without bias.
- Individual cases must be examined on their merits.
- Resolutions must balance the principles of justice with compassion.

- Decision making shall be guided by the principles of participation, co-responsibility and subsidiarity which requires that nothing should be done by a higher authority, agency or level that could be done as well or better by a lower one.
- The College will maintain appropriate confidentiality on all aspects of the complaint.
- Information in a complaint will normally only be disclosed to those parties who have a need to know to investigate and resolve the complaint. Any further disclosure of information will be at the discretion of the Principal.

Procedures

- Information about the process for dealing with disputes and complaints will be readily available to parents, students and staff through the College website.
- A dispute or complaint can be made by any person.
- When a dispute or complaint arises, the immediate parties involved should attempt to resolve the dispute in the first instance.
- If the dispute involves an employment issue, the prescribed process in the relevant Enterprise Bargaining Agreement will be followed.
- The complaint shall be promptly acknowledged in writing by the Principal.
- All relevant parties will have the opportunity to place their version on record.
- Parties may involve a support person to assist them in resolving the dispute or complaint.
- Where a dispute or complaint is about the Principal and there is no likelihood that it can be resolved with the Principal, the immediate parties may refer the matter to the Executive Director of Catholic Education.
- The Principal may request external assistance and expertise including the CEWA Employment and Community Relations Team.
- The Principal must be mindful of managing the wider effects that a dispute or complaint may have on the workplace beyond its resolution. The Principal shall notify all parties to the complaint or dispute in writing, both the decision and the basis for the decision.
- The Principal shall maintain appropriate records to decide on and respond to a dispute or complaint.
- Any party may request in writing, a review of the Principal's decision by 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. While the Director General may consider whether the school has breached the registration standards, they do not have the power to intervene in a complaint or override the school's decision.

Authorised by	Robert Marshall	Signature:	
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