



St Thomas More Catholic Primary School

DISPUTE AND COMPLAINT RESOLUTION POLICY

RATIONALE

St Thomas More Catholic Primary School serves as models for all within Margaret River who seek to create genuine communities. Such communities are always founded upon shared commitment to the common good (Mandate, para 6).

On occasions, there may be disagreement with a decision and a dispute or complaint that may arise with St Thomas More.

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

St Thomas More 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.

DEFINITIONS

- Complaint means an expression of dissatisfaction with Catholic Education policies, procedures, decisions, omissions, quality of service, staff or student behaviour.
- Dispute means a conflict regarding a right, claim, or demand on one side, met by contrary claims or allegations on the other.
- Procedural Fairness refers to the procedures used by a decision-maker, rather than the actual outcome reached. It requires a fair and proper procedure be used when making a decision.
- Resolution means that a matter has been resolved to the satisfaction of Catholic Education in Western Australia with respect to the paramount importance of the student(s).
- Students are defined as children and young people enrolled in schools and early learning and care services.

SCOPE

This policy statement applies to St Thomas More Catholic Primary School, Margaret River.

PRINCIPLES

1. Any person may complain orally or in writing about any matter arising from the operations of St Thomas More.
2. Complainants are personally responsible and liable for the content of their complaints.
3. A dispute or complaint made in accordance with this policy is a dispute or complaint about St Thomas More, notwithstanding the naming of any staff member in a dispute or complaint.
4. It is preferable that the complainant 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.

5. Disputes and complaints will be managed in accordance with the Principle of 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.
6. Disputes and complaints, and the resolution of such, contribute to continuous learning and improvement so that the potential and opportunity for incidents to be repeated are minimised.
7. Any review of a dispute or complaint will be based on procedural fairness.
8. Information in a complaint should only be disclosed to those parties who have a need to know in order to investigate and resolve the complaint.
9. Once a decision has been made, parties may request a review of the decision in accordance with the Procedures, including escalating the dispute or complaint to the Executive Director of Catholic Education in Western Australia and/or Congregational Leader or employer.

PROCEDURES

1. Information about the process for dealing with disputes and complaints is available below.
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.
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.
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.
5. When a dispute or complaint arises, the immediate parties involved should attempt to resolve the issue in the first instance.
6. Parties may involve a support person(s) to assist them in resolving the dispute or complaint.
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.
8. The principal is responsible for the resolution of disputes or complaints within the school referred to them by the immediate parties, in accordance with procedural fairness.
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 and/or Congregational Leader or employer.
10. The principal must be mindful of managing the wider effects that a dispute or complaint may have on the workplace beyond its resolution.
11. The principal may request external assistance and expertise (including mediation), including the involvement of the Employment and Community Relations Team of the Catholic Education Office of Western Australia (CEOWA) to assist in the resolution of a dispute or complaint.
12. The principal shall inform the complainant (unless anonymous) and relevant parties of the outcome of their decision.

13. 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.
14. Any party may request a review of the principal's decision.
15. Where the Executive Director of Catholic Education receives a written dispute or complaint related to an order or other accountable school, the Executive Director of Catholic Education shall notify the Congregational Leader or employer.
16. The Congregational Leader or employer of the order or other accountable school will review the dispute or complaint, or may request through the Executive Director of Catholic Education, that the CEOWA undertake the review.
17. The dispute or complaint shall be promptly acknowledged in writing, unless the complainant is anonymous and cannot be identified.
18. The Executive Director of Catholic Education shall ensure a formal examination and investigation of the complaint and/or areas of disputation.
19. The parties to the dispute or complaint shall be notified of the findings(s) of the dispute or complaint, including the basis of the finding(s). There is no duty to notify an anonymous complainant.
20. The CEOWA shall maintain appropriate records of the relevant particulars used to make a decision in response to any formal dispute or complaint. Where applicable these will include any statements made by the parties involved.
21. An individual has the right to make an appeal to the Minister for Education with regard to a dispute or complaint (School Education Act 1999). An appeal will only be heard on a breach in process and will not be a re-examination of the merits of the case.
22. A person may make a complaint to an external body or tribunal at any time. The relevant person (i.e. the principal) may choose to suspend addressing the complaint until the external body or tribunal rules on the complaint, or the external complaint is directed back to Catholic Education for resolution.

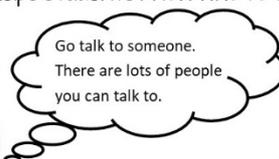
Chain of Action (Student Complaint)



St Thomas More Catholic Primary School
Margaret River

HELPING STUDENTS BE SAFE

St Thomas More Catholic Primary School has a plan for helping students to be safe. This is called the Code of Conduct. Children have a right to be safe at all times and adults have the responsibility to help children be safe. If children feel unsafe, they can tell someone they trust, if anyone, including an adult, makes them feel unsafe or uncomfortable. This Plan helps students know who to talk to.



At St Thomas More, all students have the right to feel **SAFE** and **HAPPY** at school at all times.

These are the people you can talk to if you ever feel unsafe, have a problem, suggestion or complaint.

Your Class Teacher



Your classroom teacher is responsible for making sure you are safe, happy and learning at school. You can talk to them.

Other Teachers you get along with



Sometimes you may not want to talk to your classroom teacher. Find another teacher you like and trust and talk to them.

Assistant Principal



Mrs Achmad is always around or in the office and she loves hearing what you have to say and can offer help.

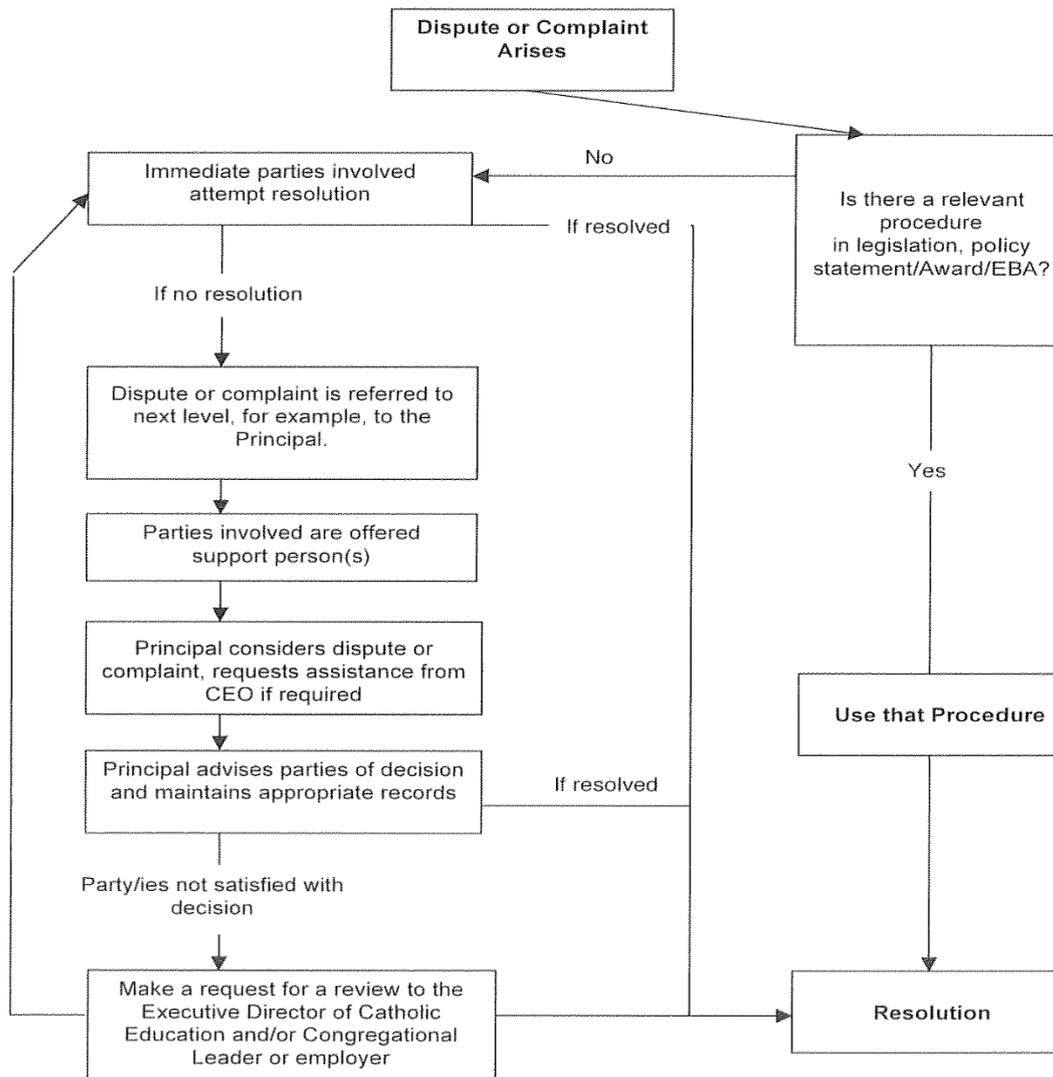
Principal



Mr Wylie is in charge of everything that happens at St Thomas More, so he is always happy to help.

Chain of Action (Parent, Staff or Other Complaint)

Flowchart for Dealing with Disputes and Complaints



Note: An individual has the right to make an appeal to the Minister for Education with regard to a dispute or complaint (School Education Act 1999). An appeal will only be heard on a breach in process and will not be a re-examination of the merits of the case.