



Mater Christi
Catholic Primary School

Policy:	Dispute and Complaint Resolution
Originally Released:	2002 (CEWA) 2017 (Mater Christi CPS)
Date for Review:	2020

Mater Christi Catholic Primary School adheres to the Catholic Education WA Dispute and Complaint Resolution Policy. This Policy can be accessed via the following link:

[CECWA Dispute and Complain Resolution Policy](#)

Purpose

This policy describes the process for effectively managing complaints whilst protecting the rights of all individuals and seeking solution to the problem in the best interests of all involved.

Policy

Mater Christi is required to develop and implement a clear, fair and effective policy on the management of complaints.

Responding positively to workplace grievances allows for an environment of continual improvement. The expectation is that Mater Christi embodies a culture that is open to dialogue and consultation. Nurturing such discussion amongst community members promotes expression of feedback – positive and negative.

Mater Christi will address complaints openly and within a timely manner to increase levels of satisfaction and to maintain harmonious relations in the wider community. Staff will be encouraged to develop an open expectation of a cooperative and genuine effort to resolve any valid complaint.

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 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.

PROCEDURES

Mater Christi Catholic Primary School implements this policy through the following procedures: Complaints which may involve reportable allegations (Child Protection complaints) must be resolved in accordance with the [CEWA Child Protection Policy](#).

Many complaints or issues can be resolved informally at school level with no need to follow a prescribed process. However, appropriate practice and procedure in dealing with complaints must be clearly communicated to the community, especially for situations which are more complex.

As a first point of contact, complaints made by parents should be directed to the immediate staff member involved. Parents are encouraged to raise the complaint with the concerned staff member, as many issues can be resolved at this level with open discussion. This often removes the need for a formal complaint. Helpful practices to assist this process are:

- describe clearly the action or behaviour that is objected to
- focus on the behaviour of the person not on their personality
- speak clearly and calmly
- state the outcome you are seeking

If a resolution cannot be reached through this interview process, parents may wish to take their complaint to the Assistant Principal or Principal;

- If it is a formal complaint directed against a staff member this should be directed to the Assistant Principal or Principal;
- Where no satisfactory outcome is achieved and the matter needs to be taken for further deliberation, the Catholic Education Office may be contacted.

All formal interviews between staff and parents should be documented and kept on file. The record of interview should include date and time of interview, who is present at the interview, main discussion points and procedures followed to find a resolution.

While parent complaints are to be dealt with at school level initially, in situations where no resolution is achieved, or where the concern is in regard to systemic policy or practice, a complaint can be made in writing to the Executive Director of the Catholic Education WA.

Normally, all complaints should be handled by personnel with no links to the issue of concern using a fair, unbiased manner to facilitate transparency and objective assessment of the situation under consideration.

The person about whom a complaint is made must be given opportunity to respond to the complaint.

Staff dealing with a complaint must protect the confidentiality and privacy of those involved by ensuring relevant information is accessible only to those with a genuine need to know.

Complainants should be confident that there will be no discriminatory action taken against them as a result of a complaint being lodged.

Complaints should be monitored to track the nature, frequency and resolution details for future reference. Written complaints are to be acknowledged promptly in writing.

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, she does not have the power to intervene in a complaint or override the school's decision.

RELATED DOCUMENTS

CECWA Selection and Use of Texts in Catholic Schools policy

CECWA Justice Education policy

CECWA Harassment, Unlawful Discrimination, Victimisation and Bullying policy
CECWA Unsatisfactory Performance or Misconduct policy

CECWA Child Protection policy

CECWA Student Enrolment policy

CECWA Dealing with Bullying, Harassment, Aggression and Violence (Students) policy
CECWA Exclusion of Students for Disciplinary Reasons policy

Code of Ethical Conduct