



Our Lady of Mt Carmel School Mullewa

DISPUTE AND COMPLAINT RESOLUTION

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Due for Review: 2014

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RATIONALE

Catholic schools can serve as models for all within Western Australia who seek to create genuine communities. Such communities are always founded upon shared commitment to the common good (Mandate, 6).

On occasions there may be a disagreement with a decision and a dispute or complaint may arise within a Catholic school.

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

Catholic Education 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 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.

PRINCIPLES

1. Conduct which breaches the Code of Conduct or contravenes Catholic values is not tolerated.
2. A dispute or complaint made in accordance with this directive is a dispute or complaint made with reasonable grounds for concern about Our Lady of Mount Carmel School, notwithstanding the naming of any staff member in a dispute or complaint. Vexatious, trivial or previously finalised issues will not be considered.
3. Any person may complain orally or in writing about any matter arising from the operations of Our Lady of Mount Carmel School.
4. A complainant has the right to make a complaint while remaining anonymous.
5. Complainants are personally responsible and liable for the content of their complaints.
6. All directives to respond to complaints and concerns are designed to be respectful, child focused, child friendly and culturally safe.
7. All directives must be regularly reviewed to ensure constant improvement.
8. As appropriate, additional support must be provided to support the complaint disclosure and management directives for particular community groups, for example Aboriginal people, those living in remote and regional areas, those with a disability and those from culturally and linguistically diverse backgrounds.
9. All complaints will be taken seriously, whether or not they are made anonymously or are verifiable and will be addressed promptly and thoroughly, according to relevant directives.
10. All decisions are to reflect the paramount importance of the student(s).
11. Disputes and complaints will be addressed in a timely manner; the urgency of the matter must be given due consideration when prioritising individual cases.
12. Disputes and complaints will be managed fairly, objectively and in an unbiased manner, according to the rules of procedural fairness, both for complainants and any individual mentioned in the dispute or complaint raised.
13. All conflicts of interest must be declared by any person who receives or is asked to respond to a complaint.
14. Disputes and complaints will be managed in accordance with the Principle of Subsidiarity.
15. Complaints, concerns, disputes, disclosures and related incidents will be reviewed to identify causes and systemic failures, opportunities to minimise the potential for a repeat incident and to promote a culture of continuous improvement.
16. Privacy and record keeping legal obligations must be met.
17. As may be required by law, complaints, concerns and disclosures will be reported to the relevant authorities or law-enforcement agencies.
18. Once a decision has been made, parties may request a review of the decision or any remedy provided in accordance with directives, including escalating the dispute or complaint to the Executive Director of CEWA and/or Congregational Leader or Governing Authority.
19. The process for review of the management of a dispute or complaint will be based on the rules of procedural fairness.
20. An individual must use the CECWA Policies and Executive Directives to address an issue or concern, unless an individual wishes to report a disclosable manner anonymously and/or with appropriate protections in place, in which case the Whistleblower Policy should be used.

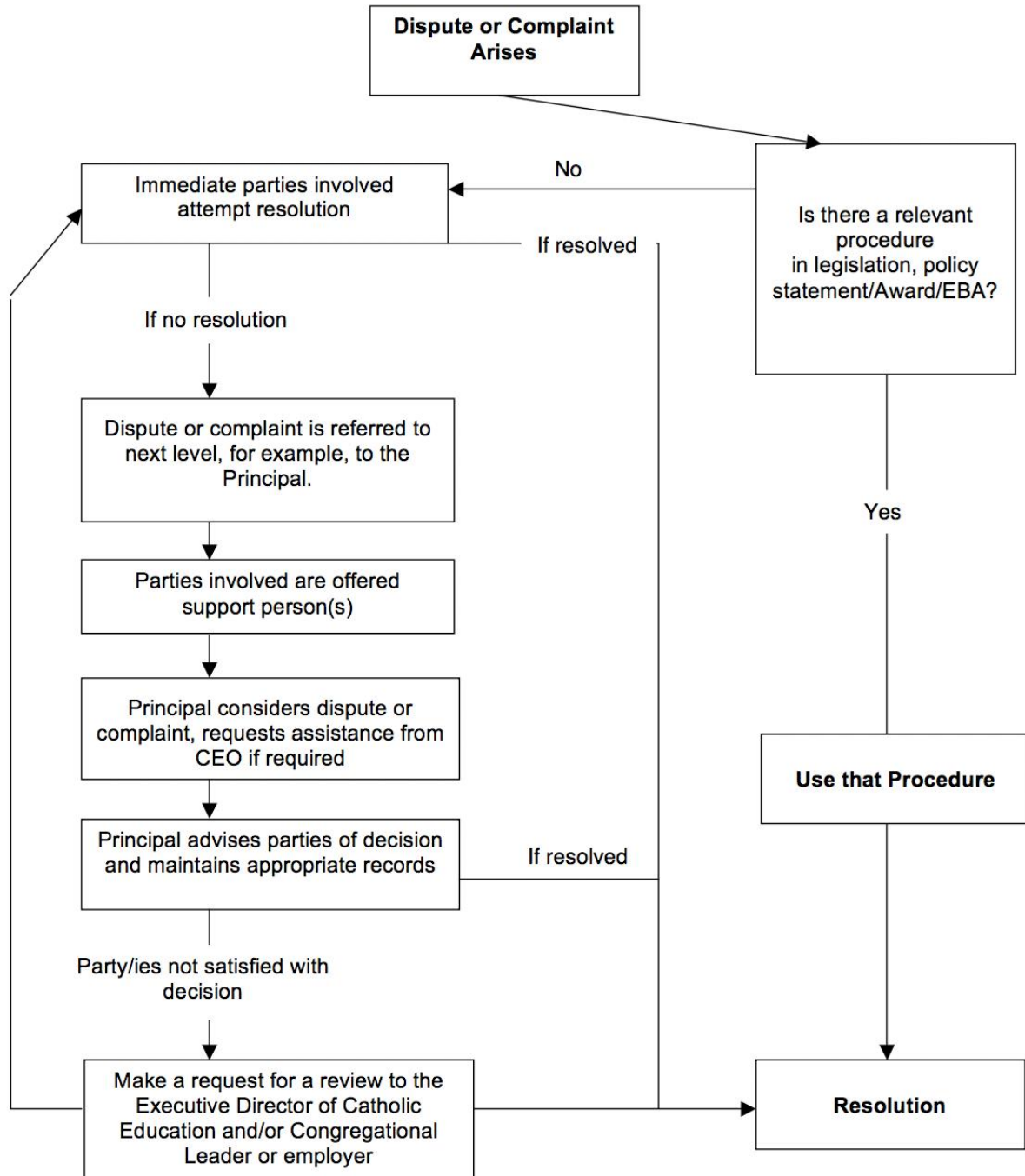
PROCEDURES

1. Information about the process for dealing with disputes and complaints must be made readily available to parents, students and staff. This can be via a range of media; it will be available on the school website and the link to it included in a school newsletter.
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. A 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 CEWA Employment and Community Relations Team 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. These will be stored in a secure filing cabinet in the Principals office and in an ADMIN confidential TEAM channel, that is only accessible to the school leaders.
14. Any party may request a review of the principal's decision, in writing, to the Executive Director of Catholic Education and/or Congregational Leader or employer.
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 finding(s) of the dispute or complaint, including the basis of the finding(s). There is no duty to notify an anonymous complainant.
20. The CEWA 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 (ie. 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.
23. 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 power to intervene in a complaint or override the school's decision.

References: Bishops of Western Australia 2009, *Mandate of the Catholic Education Commission of Western Australia: 2009-2015*

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

Flowchart for Dealing with Disputes and Complaints

Note: "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 power to intervene in a complaint or override the school's decision."