
DISPUTE & COMPLAINT RESOLUTION

Policy 2-D

RATIONALE

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

CBC Fremantle (College) is committed to resolving conflicts resulting from complaints and grievances. A professional response to complaints and matters involving concern provides opportunity for improving service, promoting understanding, agreement and preventing further problems.

SCOPE

This policy applies to all members of the College community.

DEFINITIONS

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

Complainant is the person or each of the persons lodging a complaint.

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 the process used by a decision-maker when making a decision is fair and reasonable, rather than the actual outcome reached.

Resolution means that a matter has been resolved in a fair and considered process, with respect to the paramount importance of the student(s).

PRINCIPLES

1. A non-judgemental and non-adversarial, restorative approach will apply to resolving complaints and grievances.
2. All decisions are to reflect the paramount importance of the student(s).
3. Any person may complain orally or in writing about any matter arising from the operations of the College.
4. Complainants are personally responsible and liable for the content of their complaints.
5. 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.

Originally released:	2015
Reviewed:	2018
Next Review:	2020

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6. 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. All parties should maintain confidentiality.
7. A review of the decision may be requested in accordance with the Procedures, including escalating the dispute or complaint to Edmund Rice Education Australia (EREA).

REFERENCES

- Bishops of Western Australia 2009, Mandate of the Catholic Education Commission of Western Australia: 2009-2015
- School Education Act 1999 (WA)

RELATED DOCUMENTS

EREA Complaints Management Policy
CEWA Dispute and Complaint Resolution Policy
2-B1 Selection and Use of Texts
2-C4 Harassment, Unlawful Discrimination, Victimisation and Bullying
2-C8 Unsatisfactory Performance or Misconduct
2-D3 Child Protection
2-D5 Student Enrolment
2-D6 Dealing with Student Bullying
2-D7 Exclusion of Students for Disciplinary Reasons
2-D9 Privacy Policy
EREA Staff Code of Conduct
EREA Child-Safe Code of Conduct

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Flowchart for Dealing with Disputes and Complaints

