



POLICY DISPUTES AND COMPLAINTS RESOLUTION – PARENTS AND CAREGIVERS

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.

Santa Clara School 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 Santa Clara School 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

- We at Santa Clara School are a faith community striving to recognise and respond to the image of Christ in us all, as we grow through work and prayer. (School Vision Statement).
- All decisions are to reflect the paramount importance of the students. Any person may complain orally or in writing about any matter arising from the operations of Santa Clara School
- Complainants are personally responsible and liable for the content of their complaints.
- A dispute or complaint made in accordance with this policy is a dispute or complaint about
- Santa Clara School, notwithstanding the naming of any staff member in a dispute or complaint.
- It is preferable that the complaint is verifiable, however if a complaint or any other information of unknown origin (ie. 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.
- 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.
- 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.

- Any review of a dispute or complaint will be based on procedural fairness.
- 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.
- Once a decision has been made, parties may request a review of the decision in accordance with 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 to be handed out to parents upon enrolment of a child at Santa Clara School. This information is also to be made available on the school website.
2. A dispute or complaint regarding a classroom issue should first of all be raised with the classroom teacher. If, after a period of time, this issue has still not been resolved please contact the classroom teacher again.
3. If a parent/caregiver of a student at Santa Clara School is not satisfied after raising an issue with the teacher on more than one occasion, they can request a meeting with the Principal or a member of the school's Leadership Team.
4. Parents can request a meeting with a staff member and/or member of the school's Leadership Team to communicate a complaint or they can notify the school of their complaint in writing.
5. Santa Clara School will work with all parties involved in a complaint or a dispute to find a satisfactory resolution.
6. Santa Clara School, as a Catholic School, strives to "recognise and respond to the image of Christ in us all". When dealing with a complaint or a dispute, school staff will strive to act in a manner that reflects this statement.
7. The Principal of the school will keep a register of all formal complaints received at the school.
8. 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.