



DISPUTE & COMPLAINT RESOLUTION POLICY

RATIONALE

The Catholic Education Commission of Western Australia (CECWA), Dispute and Complaint Resolution Policy was implemented in first term 2002 and provides a process that must be followed by all Catholic schools when addressing issues of dispute or complaint.

The Dispute and Complaint Resolution policy is consistent with accountability requirements under the School Education Act (1999).

The Dispute and Complaint Resolution policy has been developed on the following basis:

- *The principles of the policy are based on the Church's social teachings and the principles of natural justice e.g. the right to be heard and the right of response etc.*
- *The need to resolve the dispute or complaint initially at the school level before involving the Director of Catholic Education.*

In the case of a dispute or complaint arising that directly relates to an existing CECWA policy, the procedural aspects of this policy shall be followed e.g. student enrolment.

In case of a dispute or complaint resulting from an employment related issue, the prescribed provision of the relevant Enterprise Bargaining Agreement and Award shall be adhered to.

OVERVIEW OF PROCEDURES:

- All issues of dispute or complaint must be addressed in the first instance at the school level.
- Any anonymous and / or unsubstantiated complaints shall not be investigated.
- Where the parties are having difficulty achieving a resolution at the school level they may request the assistance of the Director of Catholic Education.
- Any party may appeal the Principal's decision to the Director of Catholic Education who will then in turn review the decision.
- The Director of Catholic Education shall appoint an Investigating Officer in this case. The parties to the dispute or complaint shall be notified of the findings of the appeal.