ST CLARE'S SCHOOL

"One Person is of more value than the world."
St Mary Euphrasia

14-16 McCartney Cres. Lathlain WA 6100
**P.** (08) 6254 7600
**E.** admin@stclares.wa.edu.au
**W.** www.stclares.wa.edu.au

# Complaint Handling Procedure

## Aim

The Executive Directive – Dispute and Complaint Resolution provides the directives to ensure that disputes and complaints across Catholic Education Western Australia Ltd (CEWA) are dealt with fairly, objectively and in a timely manner. The processes used are child friendly, culturally safe, respect the dignity of the human person, and guide leaders in the principles of participation, co-responsibility and subsidiarity as they apply to the management of disputes and complaints.

| Sources of Authority | |
|---|---|
| CECWA Policy | Community Policy |
| Executive Directive | Disputes and Complaints |

## Scope

This procedure applies to all members of the St Clare's School Community.

## Definitions

*Complaint* means an expression of dissatisfaction with 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 in accordance with the CEWA Child-Safe Framework, and satisfying the National principles for Child Safe organisations.

## Procedures

A complaint can be made to the school in any format, and to any person in the school with whom the complainant feels safe; the complaint must be taken seriously.

Notwithstanding the above parameters, guidelines are provided on the following page which can be utilised to respond to most complaints.

A breach of policy (including the Code of Conduct) will result in an obligation to act and report.

St Clare's School implements CEWA's Records Disposal Authority, such that:
Reasonable steps are taken to ensure information is stored appropriately and is protected from misuse, modification, unauthorised access, disclosure; and records required as part of an investigation, inquiry or legal process are identified, preserved and not disposed of.

| Authorised by: | Clare Kanakis | Signature: | CA Kanakis |
|---|---|---|---|
| Review Date: | 15/05/2025 | Next Review: | 06/2027 |

# Suggested Communication Flowchart

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The resolution of a dispute or complaint, in the first instance, should be undertaken between the immediate parties involved. Only after attempts at this level are exhausted should the matter be referred to the next level. Such interactions need to take place in the most appropriate place, time, and manner.

*We want to ensure that your concern is resolved as quickly as possible, so getting to the right person is key. Here is what to do if you need help with…*

| Teaching and Learning | Student Support & Wellbeing | Non-Teaching / Administration |
|---|---|---|
| Contact the classroom teacher via email | Relevant member of the Student Support Team | Deputy Principal or Admin Officer may be the first point of contact |
| Issue not resolved? | Issue not resolved? | Issue not resolved? |
| Deputy Principal via email or phone | Student Support Lead/School Psychologist or Deputy Principal via email or phone. | Deputy Principal via email or phone |
| Issue not resolved? | Issue not resolved? | Issue not resolved? |

Principal: If the matter continues without satisfactory improvement, the Principal is the next person to refer the matter to.

Issue not resolved?

The Executive Director Catholic Education of Western Australia: Any party may appeal the Principal's decision, **in writing** to the Executive Director of Catholic Education.

*If you don't have the relevant email address, you may send your communication to admin@stclares.wa.edu.au to be forwarded on to the requested party.*

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

Please allow 24-48 hours for a response. Communication sent over the weekend or on a holiday will be returned within 24-48 house AFTER the weekend or holiday.