

Section: Operations
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DISPUTE AND COMPLAINT RESOLUTION

POLICY

1. The School seeks to be a caring Christian community, where people are in harmony with each other. Therefore, this policy is designed to assist staff, students and parents to resolve conflict in an appropriate and satisfactory way.
2. This policy is based on the following principles:
 - Natural justice must be exercised in resolving any dispute or complaint. This requires that both parties receive a fair hearing and that the final decision is made without bias.
 - The resolution to a dispute or complaint must exhaust all reasonable attempts at conciliation prior to an imposed arbitration decision.
 - Individual cases must be examined on their own merits.
 - Resolutions must appropriately balance the principles of justice and compassion.
 - Appropriate confidentiality must be respected by all parties.
 - The Principal has the responsibility to attempt to resolve a dispute or complaint with the parties directly involved.
 - There is an appeals process.

PROCEDURE

1. The Principal will inform staff, students and parents of this policy and procedure.
2. Policies and procedures of the School and the Anglican Schools Commission (ASC) that address specific matters will be followed.
3. Complaints regarding employment issues will follow the process prescribed in the ASC's EBA.
4. The Principal will ensure that all relevant parties:
 - are informed of the dispute or complaint;
 - have the opportunity to place their version on record;
 - have the opportunity to be represented if they so wish.
5. Steps in the Resolution Process:
 - Immediate parties attempt to resolve the issue themselves;
 - School Chaplain acts as mediator;
 - Written complaint forwarded to the School Principal.
 - If the complaint involves the Principal the matter should be referred in writing to the Chair of the School Council.
 - Anonymous or unsubstantiated complaints will not be investigated.

- The Principal, or Chair of Council, will keep written records of the resolution process, including written statements by both parties, and maintained in accordance with the School's Privacy Policy.
- The Principal may attempt to reach a resolution with the parties or call on outside mediation. If no resolution by agreement is reached the Principal will make a decision and communicate it to both parties in writing.

6. Appeals Process:

- Either party may appeal the Principal's decision in writing to the Chair of the School Council.
- Either party may appeal in writing to the Chair of School Council's decision to the Chair of the Anglican Schools Commission, who will appoint an Investigating Officer.
- Both parties will be notified of the findings of the appeal.

7. Review of Complaints Managements and Procedures:

- Following the resolution of a complaint, the School will review the management, procedures and outcomes of the complaint.
- The Dispute and Complaints register will be reviewed annually to identify areas to improve or address for further action in policy and procedures.

Related Policies

5d Dispute and Complaint Resolution Policy and Procedures (ASC)