



**Birlirr Ngawiyiwu Catholic School**

# Dispute and Complaint Resolution Procedures

## Purpose

On occasion there may be a disagreement with a decision and a dispute or complaint may arise within Birlirr Ngawiyiwu Catholic School. The interactions and protocols of the school emphasise the sacredness of human life and the dignity of the individual. Birlirr Ngawiyiwu Catholic 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

Sources of Authority	
CECWA Policy	Community
Executive Directives	Dispute and Complaint Resolution

## Scope

These procedures apply to all members of the school community, including visitors, contractors and members of the wider community.

## Definition

Complaint means an expression of dissatisfaction with Catholic Education 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.

## Procedure

If you have been unable to resolve a matter informally, or simply wish to make a formal complaint, you can do so by any of the following means:

- Make an appointment with the Principal to register your complaint. Complete the Dispute/Complaint form located in the office
- Call the school on 9168 8720 to register a complaint

- Send an email to [admin.bnccs@cewa.edu.au](mailto:admin.bnccs@cewa.edu.au)

If it is a valid complaint, the following steps apply:

- Valid complaints will be acknowledged in writing, as soon as practicable and allocated a priority and target resolution date.
- The Complaints Manager will commence an investigation into the issues raised, following principles of procedural fairness and natural justice, and make a determination.
- Following the determination, if appropriate, the Complaints Manager will formulate a resolution and provide a written response to the complainant. The matter will be closed if this response is accepted.
- If the initial response is not acceptable, the matter will be reviewed by the Regional Officer (RO), who may seek additional information or submissions from the relevant parties. The matter will be closed if the response of the RO is accepted. If the response of the RO is not accepted by the complainant, the matter may, at the direction of the complainant, be referred to the Executive Director.
- If the matter remains unresolved, the complainant may pursue external resolution alternatives such as external mediation or conciliation.

All issues of dispute or complaint must be addressed at the first instance at the school level. Where parties are having difficulties achieving a resolution at the school level they may request assistance of the Regional Officer or the Executive Director at CEWA.

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

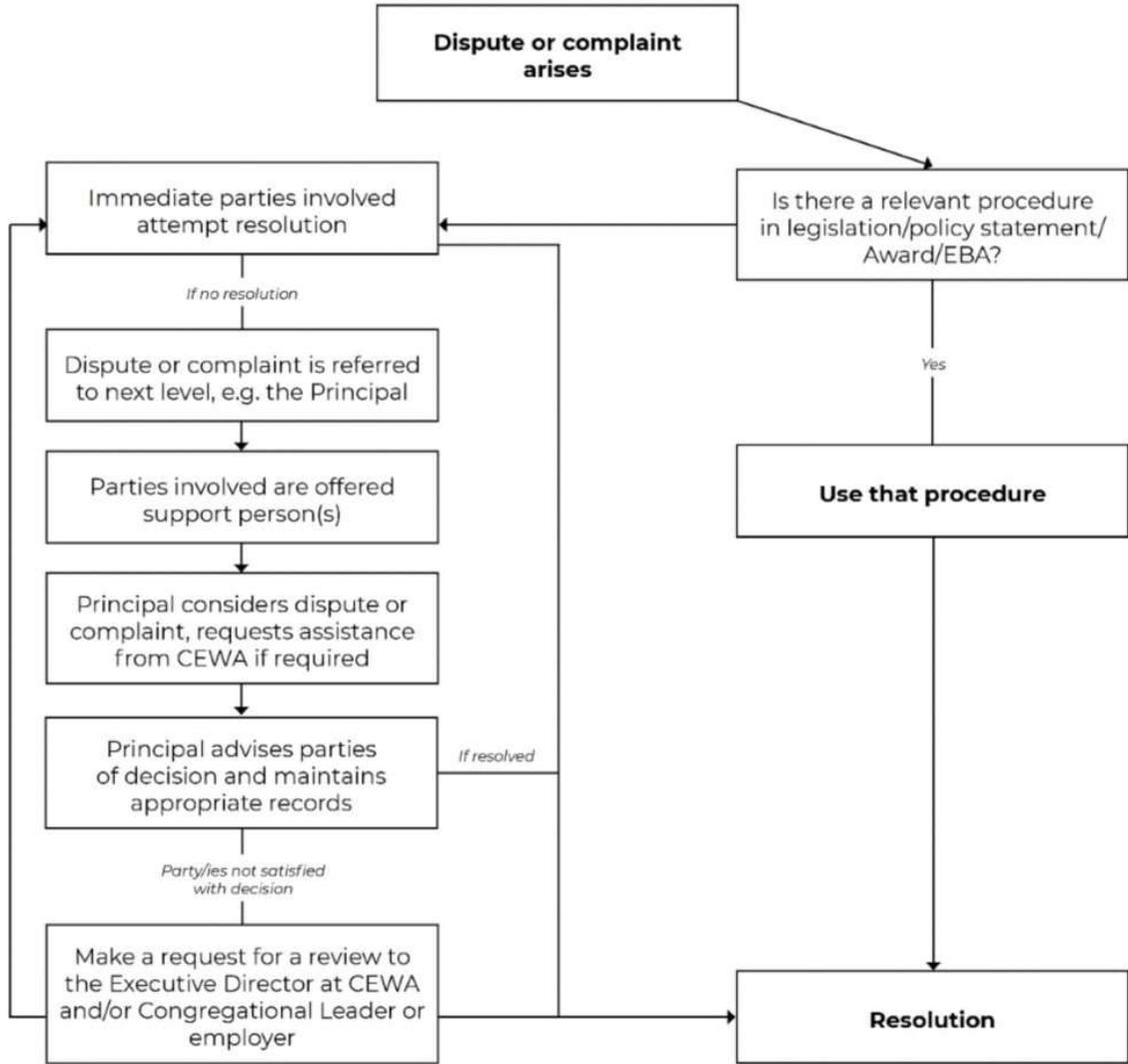
Valid complaints received, either verbal or written, will be entered into our Complaints Register and, where appropriate, a corrective action request will be made to address any underlying processes which the complaints investigation revealed may require improvement (at a time appropriate under the circumstances).

### Confidentiality

Confidentiality applies with respect to both information relating to the person making the complaint, and, if relevant to a person against whom a complaint is made. The School will use its reasonable endeavours to maintain the confidentiality of information throughout the complaints process.

Personal, identifiable information about a complainant will only be made available for the purpose of addressing the complaint and (unless the complainant consents) will be actively protected from disclosure

**Flowchart for Dealing with Disputes and Complaints**



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Date:	13/09/2021		
Effective Date:	20/09/2021	Next Review:	20/09/2022