



ST JOHN BOSCO  
COLLEGE  
JOY IN LEARNING

## DISPUTE AND COMPLAINT RESOLUTION PROCEDURES

### REVIEW HISTORY

Originally Written:	Reviewed by:		Revised:	Next Review:
2016	College Staff		2021	2022

### RATIONALE

St John Bosco College is committed to providing an environment that is safe for its employees, students and our parent community. The CECWA Executive Directive on Dispute and Complaint Resolution provides the process to ensure that disputes and complaints at St John Bosco College are dealt with fairly, objectively and in a timely manner and that processes reflect the principles of participation, co-responsibility and subsidiarity. In Catholic Education, Christ is the foundation. All members of our College Community are committed to reflecting gospel values in everyday activities and personal encounters. The processes used are child friendly, culturally safe, respect the dignity of the human person, and guide St John Bosco College in the management of disputes and complaints. The College is committed to providing a considered response to any informal or formal dispute / complaint between any parties, or their action, directly associated with the College.

### PROCEDURES

Any person may complain orally or in writing about any matter arising from the operations of St John Bosco College. Students are encouraged to discuss any concerns / complaints with their classroom teacher / community hub teacher, either verbally or via email. Parents / Carers / Guardians are encouraged to contact a staff member, member of the Leadership Team or Principal to discuss any concerns and complaints.

St John Bosco College staff ensure that the Dispute and Complaint Executive Directive is followed in dealing with disputes and complaints. The Flowchart in the Executive Directive is followed and dealt with in accordance with the principle of subsidiarity.

The resolution of a dispute or complaint, in the first instance, should be undertaken between the immediate parties involved. If there is no resolution, then it is referred to the next level e.g. classroom teacher / community hub teacher, leadership or Principal. However, in the instance of a breach of the Code of Conduct it is referred directly to the Principal.

Staff are required to document all the details related to the complaint or dispute, including investigation reports and interview notes with students and parents on Seqta. Consultation will take place with the Leadership Team if required.

College Leadership will deal with a dispute and complaint if it is more of a serious nature and has not been resolved at a classroom level. Leadership will ensure the Flowchart in the Executive Directive is followed and all details will again be documented on Seqta. The Principal will ensure that consultation takes place firstly with CEWA and will also seek advice from CEWA about consultation with the relevant authorities e.g. Department of Communities, Department of Education and WA Police etc.

Once a decision has been made, parties may request a review of the decision or any remedy in accordance with directives, including escalating the dispute or complaint to the Executive Director of CEWA and or / Congregational Leader or Governing Authority.

The Director General of the Department of Education is responsible for ensuring that St John Bosco College 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 College has dealt with a complaint. Information is available on the Department of Education website. While the Director General may consider whether St John Bosco College has breached the registration standards, the Director General does not have the power to intervene in a complaint or override the College's decision.

All documentation related to disputes and complaints is recorded on Seqta and, where applicable, access to documentation is restricted to the Leadership Team and Principal.