



POLICY 05.05.00-E

Complaints & Disputes

Staff of St Edmund's College (the School) are committed to a just resolution of all grievances and will ensure that members of the School Community and the broader community (community members) are free to raise any grievance regarding the School.

OBJECTIVES

- To provide a mechanism which enables community members to express their dissatisfaction or disagreement with practice, policies or procedures of the School and seek a resolution.
- To ensure that grievances are responded to in a manner that respects confidentiality and allays any fears of retribution.
- To provide full information to the community on issues where a grievance may have arisen through lack of information or a misunderstanding.

PROCEDURAL FAIRNESS

Procedural fairness means that the student must be treated fairly and justly including;

- Right to be heard
- Right to be treated without bias
- Decision based on relevant evidence

The Principal will address any complaint and grievance arising from the implementation of 02.12.01-E – Behaviour Management Procedure.

The School accepts responsibility for the training of staff to handle grievances objectively and in accordance with these policies and procedures.

Date of Next Review	April 2025
Approval Authority	College Principal
Related Policies, Procedures and Guidelines	Catholic Commission for Employment Relations Disability Complaints Unit of the Department of Family & Community Services Human Rights and Equal Opportunities Commission Commission for Children and Young People (1998) 01.01.00-E – Child Protection Policy 01.01.01-E – Child Protection Compliance Procedure 01.10.00-E – Child Safeguarding Policy 02.12.01-E – Behaviour Management Procedure 05.05.00-EREA – EREA Complaints Handling Policy 05.05.01-E – Complaints and Disputes Procedure 05.05.03-E – Complaints Handling Guide 05.05.04a-E – Complaints Handling Guide App A 05.05.04b-E – Complaints Acknowledgement Letter App B 06.03.00-E – Professional Code of Conduct Policy