



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.

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| Date of Next Review | March 2022 |
| Approval Authority | College Principal |
| Related Policies, Procedures and Guidelines | Catholic Commission for Employment Relations Disability Complaints Unit of the Department of Family and Community Services Human Rights and Equal Opportunities Commission Commission for Children and Young People (1998) 05.05.01-E – Complaints and Disputes Procedure 01.01.00-E – Child Protection Policy 01.01.01-E – Child Protection Procedure 02.12.01-E – Behaviour Management Procedure 06.03.00-E – Professional Code of Conduct Policy |