



COMPLAINT PROCESS

How does the school ensure each of the following in respect of its complaint handling system?

Please specify relevant procedure and page/section or provide a brief description.

<p>Is understood by children and young people, staff, families and volunteers</p>	<p>The dispute and complaint process is child-focused and child friendly, understood by children, staff, volunteers and families. Information about the process for dealing with disputes and complaints is readily available to parents, students and staff via the school website, Staff Handbook and the Parent Handbook.</p>
<p>Is culturally safe</p>	<p>Our Lady of Grace School is committed to ensuring the safety, welfare and well-being of all children and people in the community. We want children to be safe, happy and empowered. We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and with consistency. We will always give priority to any complaints involving the safety, welfare and well-being of students. We ensure that we provide support that is culturally responsive and linguistically suitable for members of the community from a CALD background such as access to interpreters and/or support persons to ensure they understand the complaint resolution procedure. Parents with disability (hear loss etc) will be provided with support if required.</p>
<p>Complaints are taken seriously and responded to promptly and thoroughly</p>	<p>Our Lady of Grace 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. (see DCR Policy page 1) All concerns and complaints regarding teachers & students are directed initially to teachers to respond, then can be escalated to the Assistant Principal and if still concerned involve the Principal. Confidential concerns to the Principal regarding individual teachers are handled sensitively. Assistance is sought from HR representative at Catholic Education WA if the issue is deemed serious.</p>
<p>Conforms to the rules of procedural fairness</p>	<p>Natural justice is 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. Rules of procedural fairness require:</p> <ul style="list-style-type: none"> (a) a hearing appropriate to the circumstances; (b) lack of bias (c) evidence to support a decision; and (d) inquiry into matters in dispute (e) clear communication of the process prior to beginning.



Ensures reporting, privacy and employment law obligations are met	The school ensures that reporting, record keeping, privacy and employment law obligations are met. A complaints register is maintained recording all formal complaints and how they have been resolved. Records of any dispute or complaint are maintained in accordance with the schools Privacy Policy. If the complaint involves an employment issue, the prescribed process in the EBA will be followed.
Complaints are analysed to identify causes and systemic failures so as to inform continuous improvement	All complaints are analysed to identify systemic, recurring and single incident problems and trends, and to help eliminate the underlying cause of complaints.

How does the school inform the school community of its complaints process and the results of reviews undertaken?

- Principal explains at the enrolment interview, Initial Parent Meeting and first newsletter for the year.
- Reference is made to the School Website at interview and in Parent Handbooks.
- [Dispute and Complaint Resolution Policy 2023](#)
- Dispute and Complaint Resolution Policy is available on public website to the school community.