



## Dispute and Grievances Resolution Procedures

### 1. Rationale

Catholic schools can serve as models for all within Western Australia who seek to create genuine communities. Such communities are always founded upon shared commitment to the common good (Mandate, para 6).

On occasions there may be disagreement with a decision and a dispute or grievance may arise within a Catholic school.

The interactions and protocols of Catholic schools emphasise the sacredness of human life and the dignity of the individual.

Catholic Education is committed to ensuring that disputes and grievances are dealt with fairly, objectively and in a timely manner, and that processes reflect the principles of participation, co-responsibility and subsidiarity.

The Director General of the Department of Education is responsible for ensuring that the school observes the registration standards, including the standard about its grievances 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 grievance. 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 the power to intervene in a grievance or override the school's decision.

### 2. Definitions

*Grievance* 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* refers to the procedures used by a decision-maker, rather than the actual outcome reached. It requires a fair and proper procedure be used when making a decision.

*Resolution* 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.

### 3. Scope

This procedure statement applies to all Catholic schools and early learning and care services in Western Australia.

#### **4. Principles**

- 4.1 All decisions are to reflect the paramount importance of the student(s).
- 4.2 Any person may complain orally or in writing about any matter arising from the operations of Catholic Education.
- 4.3 Complainants are personally responsible and liable for the content of their grievances.
- 4.4 A dispute or grievance made in accordance with this procedure is a dispute or grievance about Catholic Education, notwithstanding the naming of any staff member in a dispute or grievance.
- 4.5 It is preferable that the complainant is verifiable, however if a grievance or any other information of unknown origin (i.e. anonymous) provides information that would cause the Principal concern, it should be considered by the Principal so that they can determine the appropriate course of action.
- 4.6 Disputes and grievances will be managed in accordance with the Principle of Subsidiarity, which requires that nothing should be done by a higher authority, agency or level that could be done as well or better by a lower one.
- 4.7 Disputes and grievances, and the resolution of such, contribute to continuous learning and improvement so that the potential and opportunity for incidents to be repeated are minimised.
- 4.8 Any review of a dispute or grievance will be based on procedural fairness.
- 4.9 Information in a grievance should only be disclosed to those parties who have a need to know in order to investigate and resolve the grievance.
- 4.10 Once a decision has been made, parties may request a review of the decision in accordance with the Procedures, including escalating the dispute or grievance to the Executive Director of Catholic Education in Western Australia and/or Congregational Leader or employer.

#### **5. Procedures**

- 5.1 Information about the process for dealing with disputes and grievances must be made readily available to parents, students and staff. This can be via a range of media; it will be available on the school website and typically included in the Parent Handbook.
- 5.2 A dispute or grievance can be made by any person regarding the provision of education or related matter. Depending on the nature and level of the grievance, it should be made in writing. Where an immediate party cannot be identified, such as if it is anonymous or from an unverifiable source, the information should be assessed and duly considered.
- 5.3 Where there is an appropriate Catholic Education Commission of Western Australia (CECWA) procedure statement that provides a specific mechanism for addressing the dispute or grievance, that procedure statement shall be followed.
- 5.4 Where there is a binding legislative or regulatory mechanism (including an Enterprise Bargaining Agreement) that addresses the issue raised in the dispute or grievance, that legislative or regulatory mechanism shall be followed.
- 5.5 When a dispute or grievance arises, the immediate parties involved should attempt to resolve the issue in the first instance.
- 5.6 Parties may involve a support person(s) to assist them in resolving the dispute or grievance.

- 5.7 Should a complainant be dissatisfied with the resolution as a result of involvement of the immediate parties, or if there are unique circumstances, the matter can be referred to the next level by the complainant, for example, to the principal.
- 5.8 The principal is responsible for the resolution of disputes or grievances within the school referred to them by the immediate parties, in accordance with procedural fairness.
- 5.9 Where a dispute or grievance is about the principal and there is no likelihood that it can be resolved directly with the principal, the immediate parties may refer the dispute or grievance to the Executive Director of Catholic Education and/or Congregational Leader or employer.
- 5.10 A principal must be mindful of managing the wider effects that a dispute or grievance may have on the workplace beyond its resolution.
- 5.11 The principal may request external assistance and expertise (including mediation), including the involvement of the Employment and Community Relations Team of the Catholic Education Office of Western Australia (CEOWA) to assist in the resolution of a dispute or grievance.
- 5.12 The principal shall inform the complainant (unless anonymous) and relevant parties of the outcome of their decision.
- 5.13 The principal shall maintain appropriate records of the relevant particulars used to make a decision in response to any formal dispute or grievance. Where applicable this will include any statements made by the parties involved.
- 5.14 Any party may request a review of the principal's decision, in writing, to the Executive Director of Catholic Education and/or Congregational Leader or employer.
- 5.15 Where the Executive Director of Catholic Education receives a written dispute or grievance related to an order or other accountable school, the Executive Director of Catholic Education shall notify the Congregational Leader or employer.
- 5.16 The Congregational Leader or employer of the order or other accountable school will review the dispute or grievance, or may request through the Executive Director of Catholic Education, that the CEOWA undertake the review.
- 5.17 The dispute or grievance shall be promptly acknowledged in writing, unless the complainant is anonymous and cannot be identified.
- 5.18 The Executive Director of Catholic Education shall ensure a formal examination and investigation of the grievance and/or areas of disputation.
- 5.19 The parties to the dispute or grievance shall be notified of the findings(s) of the dispute or grievance, including the basis of the finding(s). There is no duty to notify an anonymous complainant.
- 5.20 The CEOWA shall maintain appropriate records of the relevant particulars used to make a decision in response to any formal dispute or grievance. Where applicable these will include any statements made by the parties involved.
- 5.21 An individual has the right to make an appeal to the Minister for Education with regard to a dispute or grievance (*School Education Act 1999*). An appeal will only be heard on a breach in process and will not be a re-examination of the merits of the case.
- 5.22 A person may make a grievance to an external body or tribunal at any time. The relevant person (i.e. the principal) may choose to suspend addressing the grievance until the external body or tribunal rules on the grievance, or the external grievance is directed back to Catholic Education for resolution.

## Flowchart for Dealing with Disputes and Complaints

