



## **DISPUTES AND COMPLAINTS**

St Joseph's Catholic Primary School is founded upon a shared commitment to the common good of all in our community. At all times we strive to emphasise the sacredness of human life and the dignity of each individual.

There may be times when a dispute or complaint arises and we will act on it using the following steps. The CEWA Dispute and Complaint Resolution is uploaded to our web page for a more detailed explanation.

### **Dispute/Complaint**

- Contact the teacher/staff member involved to attempt a resolution.
- If this is unsuccessful, please contact the principal.
- Parties involved are offered support person(s).
- The principal will attempt a mediation.
- If this is unsuccessful the principal will contact CEWA for further advice.
- The principal will advise parties of decisions and maintain appropriate written records.
- If parties are not satisfied once these steps have been taken, a request for review can be made to
  - The Executive Director of Catholic Education OR
  - The Congregational Leader or employer

### **Additionally**

The Director General of the Department of Education is responsible for ensuring that the school 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 school has dealt with a complaint. 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 complaint or override the school's decision.