



St Joseph's Catholic Primary School Pinjarra
Flow of concern (school parents)
Disputes and Complaints

1. Purpose

To address and resolve disputes and complaints in a timely and fair manner in the best interests of Catholic Education Western Australia and informing continuous improvement.

Sources of Authority	
CECWA Policy Area	Community – Std 9
Executive Directive	Disputes and Complaints

2. Scope

The Principal and Deputy Executive Director must address a complaint presented in any form.

3. Definitions

The Director General of the Department of Education is responsible for ensuring that Catholic Education WA (CEWA) observes the Registration Standards, including the standard about its complaints handling system. You are entitled to contact the Director General with concerns about how CEWA has dealt with a complaint. While the Director General may consider whether CEWA has breached the registration standards, she does not have power to intervene in a complaint or override CEWA's decision. More information is available here:

<https://www.education.wa.edu.au/non-government-school-concerns>.

4. Guidelines

Parent/caregiver who has a concern.

It is the standard expectation that the first point of contact regarding issues that relate to your children is the classroom/specialist teacher. Meeting requests with Leadership to be conducted only if confidentiality issues exist or access to classroom/specialist teacher is limited.

Classroom/specialist teacher...if there is an issue requiring more support...Assistant Principal

Classroom/specialist teacher...if there is an issue of major concern or confidentiality required...Principal

Please note, classroom/specialist teachers will be notified by Leadership of parent meetings with Leadership unless fair reason is provided.

Parents may seek alternate pathways if deemed appropriate to the circumstances.

School Advisory Council Chair...Mr Owen McLarty
 CEWA School Improvement Advisor...Ms Toni Kalat

The school's complaint handling process follows the principles of procedural fairness and includes a formal system for reviewing decisions.

Procedural fairness means that when the school is dealing with a complaint/concern or making a decision that affects someone, the process must be fair, respectful and transparent.

At school level, this means:

1. Everyone gets a chance to tell their side of the story.
2. Decisions are made without bias.
3. Decisions are based on facts.
4. People are told the reasons for the decision.
5. There is a way to appeal or ask for a review.

The CEWA Dispute and Complaint Resolution link is below for a more detailed explanation.

<https://policy.cewa.edu.au/executive-directive/dispute-and-complaint-resolution/>

Authorised by	Vanessa Gangell	Signature:	<i>Vanessa Gangell</i>
Created	21.2.25	Date:	13.3.26
Reviewed	13.3.26 Reformatted & Updated Guidelines	Next Review:	March 2028