Servite College

Policy:	Dispute and Complaints Policy
Released:	2018
Due for Review:	2021
Domain:	Community

1. Rationale

The Dispute and Complaints Policy provides an overview of the process to be utilised at Servite College in the resolution of a dispute or complaint that may arise from time to time.

2. Definitions

Complaint means an expression of dissatisfaction with Servite College's policies, procedures, decisions, omissions, quality of service 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 means that a matter has been resolved to the satisfaction of Servite College with respect to the paramount importance of the student(s).

Students are defined as children and young people enrolled at Servite College.

3. Scope

This policy applies to Servite College.

4. Principles

The following Principles apply:

- All decisions are to reflect the paramount importance of the student(s)
- The principles of the policy are based on the Church's social teachings and the principles of natural justice. e.g. the right to be heard and the right to respond.
- Servite College will endeavor to resolve the dispute or complaint at school level before involving the OSM Provincial Delegate.
- In the case of a dispute or complaint arising that directly relates to an existing College policy, the procedural aspects of the College shall be followed.
- In the case of a dispute or complaint resulting from an employment related issue, the prescribed provision of the relevant Order of Servants of Mary Incorporated (Servite Friars) (Servite College Council Inc) Teachers Enterprise Bargaining Agreement.
- Any review of a dispute or complaint will be based on procedural fairness.

5. Procedures

- A dispute or complaint can be made by any person regarding the provision of education or related matter. Depending on the nature and the level of complaint, 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.

- All issues of dispute or complaint must be addressed in the first instance at the school level between the immediate parties involved.

- Should the complainant be dissatisfied with the resolution as a result 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.

- The Principal may request external assistance and expertise (including mediation), including the involvement of the Chair of the College Council and/or the CEWA Employment and Community Relations Team to assist in the resolution of a dispute or complaint.

- The Principal shall inform the complainant (unless anonymous) and relevant parties of the outcome of their decision.

- The Principal shall maintain appropriate records of the relevant information used to make a decision in response to any formal dispute or complaint. Where applicable this will include any statement made by the parties involved.

- Any party may appeal the Principal's decision to the OSM Provincial Delegate who will in turn review the decision.

6. Related Documents

- Order of Servants of Mary Incorporated (Servite Friars) (Servite College Council Inc) Teachers Enterprise Bargaining Agreement 2015

- School Education Act (1999)

- The Constitution of Servite College Council Inc (Section 22)

7. Review History

Year of Review	Reviewed By	Amendments
2018	Executive	Published – November 2018
2020	Executive	June 2020