



## Disputes and Complaints Policy and Procedures

### 1. Purpose

To ensure that Swan View Senior High School has open complaints and dispute systems and to ensure that complaints and disputes are dealt with in an effective and timely manner.

### 2. Policy

- The Principal is responsible for establishing and maintaining processes for managing and reviewing enquiries, concerns and complaints at the School level.
- At Swan View Senior High School, we are responsible for managing the resolution of disputes and complaints lodged by students, parents/caregivers, members of the community, and staff in their private capacity.
- Staff at Swan View Senior High School will make every effort to promptly resolve disputes and complaints at the local level in accordance with the principles of procedural fairness.
- Where a dispute or complaint is not resolved at the School level, the complainant or the Principal can forward a written complaint to the Executive Director (Professional Standards and Conduct).

### 3. Procedures

#### 3.1 General

The Department of Education document *Disputes and Complaints Policy and Procedures (2007)* outlines in detail the principles that underpin this policy and procedures, definition of terms, details of who has a right to complain and the subject of complaints and details procedures for both written and verbal complaints. The document also outlines responsibilities for local management of complaints in relation to schools or staff.

### 3.2 Flow Chart

The processes used by Swan View Senior High School for responding to verbal or written enquiries, concerns and complaints are outlined in the following table:

Verbal enquires, concerns or complaints	Written enquiries, concerns or complaints
Maintain confidentiality at all times.	
↓	↓
Listen carefully and actively.	Determine seriousness of complaint.
↓	↓
Determine whether the matter is an enquiry, concern or complaint.	It can be resolved at the School level, action should be taken to resolve the issue.
↓	↓
Complaints must have opportunity for a friend or adviser to be present during and discussion. If necessary, ensure access to support person.	If is not capable of settlement at the School level, action should be taken to resolve the issues at the Regional level.
↓	↓
Repeat your understanding of the problem, acknowledge the complaint's feelings and clarifying the problem. It is important to focus on the problem and not on finding fault or blame.	If the complaint is sufficiently serious or incapable or resolution at the Regional level, it should be forwarded to the Executive Director.
↓	↓
Respond to all issues raised by the complainant.	Acknowledge the enquiry, concern or complaint with a written response within 5 days and explain process, including timeline.
↓	↓
Agree on action and timelines.	Take action within one week.
↓	↓
Record the complaint, the action and the outcome.	Make and keep appropriate written records, ensuring action and outcomes are recorded.
↓	↓
Review the situation and confirm with the parent/caregiver that the matter is resolved.	
↓	↓
If necessary, review relevant School policy or procedures.	

### 3.3 Issues and Concerns

Students, their parents/caregivers and staff are invited to discuss issues and concerns they may have about the School or its operation.

### 3.4 Retain Documentation

All complaints and related documentation must be retained and filed.

#### 4. Document Control

<p><b>Reference Number:</b> <b>Owner:</b></p> <p><b>Created:</b> <b>Modified:</b> <b>Approved:</b> <b>Next Review:</b> <b>Links to Regulatory Framework:</b></p>	<p>Principal</p> <p>8 March 2019</p> <p>2 April 2019 8 March 2022</p> <p>Legislation/Authority</p> <ul style="list-style-type: none"> <li>• Equal Opportunity Act 1984 (WA)</li> <li>• Human Rights and Equal Opportunity Commission Act 1986 (Cth)</li> <li>• Public Interest Disclosure Act 2003 (WA)</li> <li>• Public Sector Management Act 1994 (WA)</li> <li>• Racial Discrimination Act 1975 (Cth)</li> <li>• School Education Act 1999 (WA)</li> <li>• School Education Regulations 2000 (WA)</li> <li>• Working with Children (Criminal Record Checking) Act 2004 (WA)</li> <li>• Working with Children (Criminal Record Checking) Regulations 2005 (WA)</li> </ul> <p>Department Policies</p> <ul style="list-style-type: none"> <li>• Anti-Racism</li> <li>• Disputes and Complaints</li> <li>• Equal Employment Opportunity/Diversity</li> <li>• Workplace Sexual Harassment</li> <li>• Staff Conduct and Discipline</li> <li>• Working with Children Checks</li> </ul>	<p><b>Implementation and Review:</b></p> <p>The Principal is responsible to the School Executive for the continuous monitoring and review of the <i>Disputes and Complaints Policy and Procedures</i>.</p>
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