



# POLICY 05.05.00-E

## Complaints & Disputes

St Edmund's College (the School) is committed to a just resolution of all grievances and will ensure that members of the School Community and the broader community (community members) are free to raise any grievance regarding the School.

### OBJECTIVES

- To provide a mechanism which enables community members to express their dissatisfaction or disagreement with practice, policies or procedures of the School and seek a resolution.
- To ensure that grievances are responded to in a manner that respects confidentiality and allays any fears of retribution.
- To provide full information to the community on issues where a grievance may have arisen through lack of information or a misunderstanding.

### PROCEDURAL FAIRNESS

Procedural fairness means that the student must be treated fairly and justly including;

- Right to be heard
- Right to be treated without bias
- Decision based on relevant evidence

The Principal will address any complaint and grievance arising from the implementation of 02.12.01-E – Behaviour Management Procedure.

The School accepts responsibility for the training of staff to handle grievances objectively and in accordance with these policies and procedures.

<b>Approval Authority</b>	College Principal
<b>Date of review</b>	March 2025
<b>Date of Next review</b>	March 2028
<b>Version #</b>	02
<b>Related Policies, Procedures and Guidelines</b>	Catholic Employment Relations Disability Complaints Unit of the Department of Communities and Justice Human Rights and Equal Opportunities Commission Commission for Children and Young People (1998) 01.01.00-E – Child Protection Policy 01.01.01-E – Child Protection Compliance Procedure 01.10.00-E – Child Safeguarding Policy 02.12.01-E – Behaviour Management Procedure 05.05.00-EREA – EREA Complaints Handling Policy 05.05.01-E – Complaints and Disputes Procedure 05.05.03-E – Complaints Handling Guide 05.05.04a-E – Complaints Handling Guide App A 05.05.04b-E – Complaints Acknowledgement Letter App B 06.03.00-E – Professional Code of Conduct Policy