



**ST AUGUSTINE'S PRIMARY SCHOOL**  
34 Gladstone Road  
RIVERVALE WA 6103

## DISPUTE RESOLUTION IN CATHOLIC SCHOOLS

### **RATIONALE**

In Catholic Education, Christ is the foundation. All members of the catholic education community are committed to reflecting gospel values and everyday activities and personal encounters. St Augustine's Primary School is committed to providing a considered response to any informal or formal dispute between parties, or their action, directly associated with the school.

### **PRINCIPLES**

1. St Augustine's Primary School is committed to providing an environment that is safe for its employees, students and parents.
2. Informal procedures emphasise an expedient resolution and will be preferred means of dealing with dealing with complaints. They are usually appropriate where:
  - ‡ The allegations are not of a serious note
  - ‡ The parties are likely to have ongoing contact with one another and the complainant wishes to pursue an informal resolution so that the working relationship can be sustained.
3. Formal procedures focus on proving whether a complaint is substantiated. They are appropriate where:
  - ‡ Informal attempts at resolution have failed
  - ‡ The complaint involves serious allegations of misconduct
  - ‡ The complaint is against a senior member of staff.

### **PROCEDURES**

1. In the first instance, every effort should be made to settle any dispute at the point of occurrence.
2. If not resolved, a written submission should be made to the principal outlining details of the dispute and remedy sought.

3. The principal will seek to clarify details from the other party of the dispute.
4. A meeting will be called between the parties during which the principal will seek to conciliate the grievance.
5. If not resolved appeal to external conciliator, ACCESS.
6. Following this meeting(s) the principal will make a written recommendation to both parties.
7. The final decision and responsibility, within the school context, rests with the principal
8. As a last resort, parties can refer their grievance to the Employee and Community Relations Team at the Catholic Education Office, or the ISSOA, or the legal process, to seek resolution.
9. If the grievance is with a senior member of staff, the same procedure is followed by substituting the Employee and Community Relations Team where principal is referred to in 1 to 4.

**APPENDIX I**

**ST AUGUSTINE'S SCHOOL COMPLAINT CAPTURE FORM**

**DATE-**

**COMPLAINT FROM-**

**COMPLAINT AGAINST-**

**COMPLAINT HISTORY-**

**PRINCIPAL'S COMMENT-**

**PROCESS FOLLOWED-**

**COMPLAINT OUTCOME-**

**SIGNATURES-**

**NAMES-**

**RESOLVED SATISFACTORILY**

**NO SATISFACTORY RESOLUTION**