



# IMMACULATE HEART COLLEGE

*Through Mary to Jesus: "The Way, the Truth and the Life"*

*John 14:6*

## DISPUTES AND COMPLAINTS POLICY

April 2017

*This Policy will be reviewed by end February, 2018*

## **Disputes and Complaints**

The College aims to provide students and parents with an environment conducive to open and honest communication. It is our desire to facilitate an atmosphere of trust and cooperation. However, it is inevitable that some differences of opinion and even conflicts may arise. If this happens, the parties concerned are encouraged to hold dialogue directly and informally with each other to resolve the matter speedily and constructively.

The parties are free to lodge a more formal complaint, with confidentiality assured, by following the guidelines provided. All parties are expected to respect this confidentiality. Anonymous complaints will not be processed.

### **Complaints: The Process**

- In the first instance, the complainant must communicate, either verbally or in writing, directly to the appropriate person.
- Should the complainant believe that no satisfactory solution was reached, he/she may proceed to the formal complaint procedure, submitting the complaint in writing to the Principal.
- The Principal will then contact the complainant and discuss the complaint within three working days.
- The Principal will develop a plan of action with the complainant and other parties involved to resolve the complaint within seven working days.
- Documentation of the complaint, discussions and the resolution plan will be filed by the Principal.
- The resolution plan is implemented.
- If the resolution plan is not successful, the Principal will conduct further discussions with the complainant and other parties involved in order to reach a satisfactory solution.
- If a solution is not found, the matter may be referred to the Board of Directors.
- The Board of Directors, in consultation with the College's Advisory Council, will aim to resolve the difficulty as soon as possible.

- If not happy with the decision, both parties may choose to go to an independent arbiter.
- An independent arbiter may be appointed after consultation with AISWA.
- The decision of the independent arbiter will be final.
- All complaints and outcomes are to be recorded in the Disputes and Complaints Register.

### **Complaints about the Principal: The Process**

If a member of staff or any other person has a complaint about the Principal, the following process is to be followed:

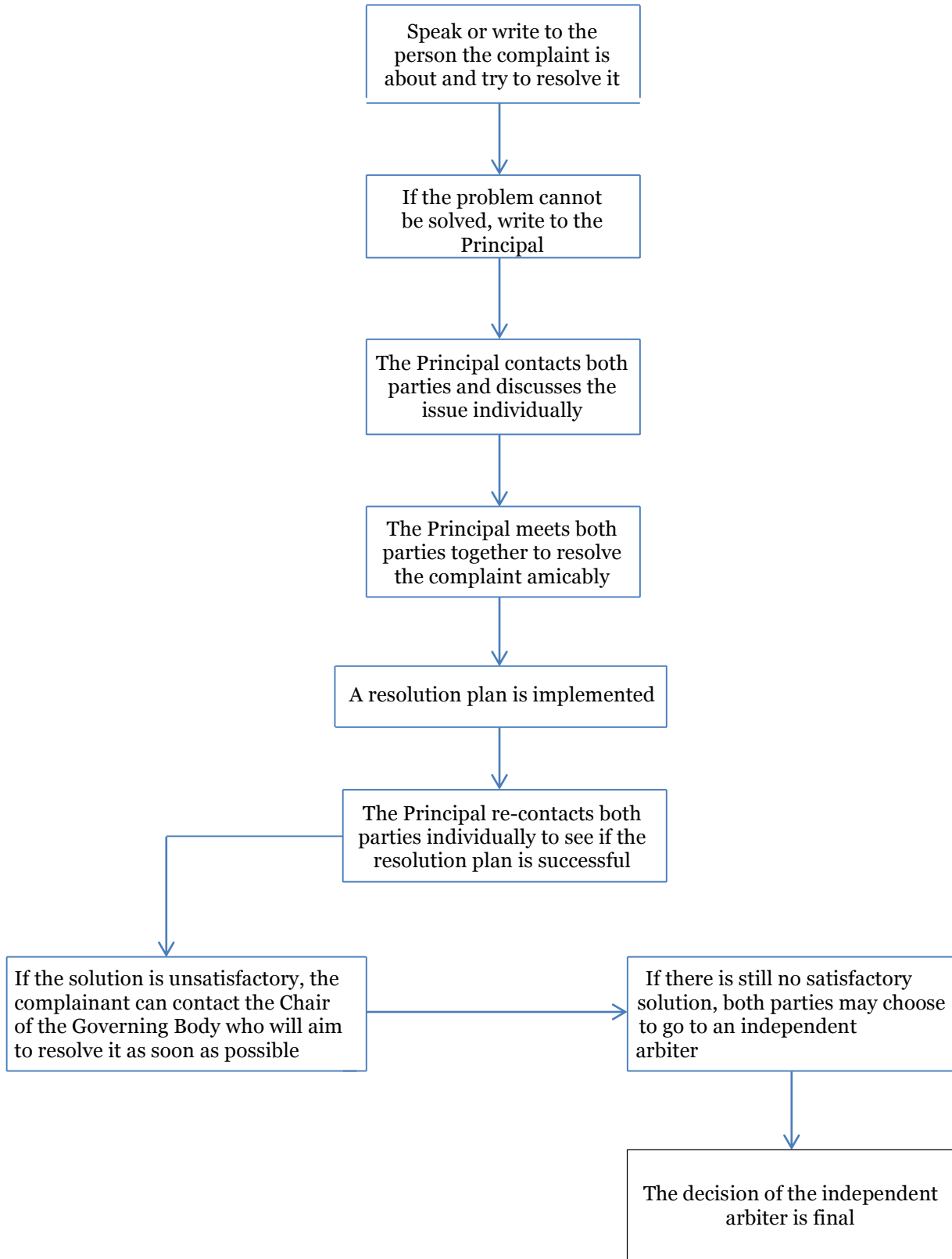
- The complainant must firstly communicate, either verbally or in writing, directly to the Principal.
- If the complainant believes that no satisfactory solution was reached, he/she may submit the complaint in writing to the Chair of the Governing Body.
- The Chair will then contact the complainant within three working days in order to discuss the complaint.
- The Chair will also contact the Principal in order to discuss the complaint.
- The Chair will develop a plan of action with the complainant and Principal.
- The resolution plan is then implemented.
- If the resolution plan is not successful, the Chair will conduct further discussions with the complainant and the Principal.
- If either party is not happy with the outcome, they may choose to go to an independent arbiter.
- The independent arbiter will be appointed after consultation with AISWA.
- The decision of the independent arbiter will be final.
- All complaints and outcomes are to be recorded in the Disputes and Complaints Register.

## **Complaints that exclude the Principal from the Process: The Process**

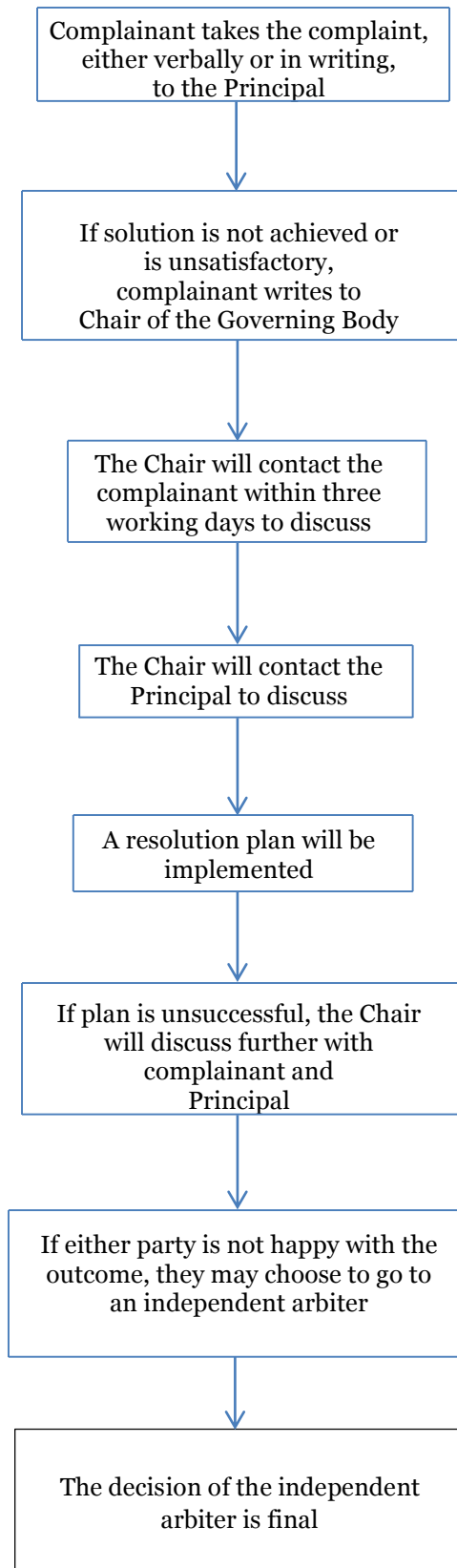
If a member of staff or any other person has a complaint that would *not be appropriate* to raise with the Principal, the following process is to be followed:

- The complainant must firstly communicate, either verbally or in writing, directly to the appropriate person.
- If the complainant believes that no satisfactory solution was reached, he/she may submit the complaint in writing to the Chair of the Governing Body.
- The Chair will then contact the complainant within three working days in order to discuss the complaint.
- The Chair will also contact the other party in order to discuss the complaint.
- The Chair will develop a plan of action with the complainant and the other party.
- The resolution plan is then implemented.
- If the resolution plan is not successful, the Chair will conduct further discussions with the complainant and the other party.
- If either party is not happy with the outcome, they may choose to go to an independent arbiter.
- The independent arbiter will be appointed after consultation with AISWA.
- The decision of the independent arbiter will be final.
- All complaints and outcomes are to be recorded in the Disputes and Complaints Register.

# Complaints



## Complaints about the Principal



## Complaints that exclude the Principal from the Process

