



St Anne's Primary School

*PO Box 493
27 Young Street
HARVEY WA 6220*

St Anne's School – Complaints and Disputes

Purpose

St Anne's School Harvey is committed to handling complaints effectively, efficiently, and transparently. Our Complaints Management System aligns with:

- Principles 6 and 9 of the National Principles for Child Safe Organisations
- ISO 10002:2018 – Quality Management – Customer Satisfaction – Guidelines for Complaints Handling
- AS/NZS 10002:2014 – Guidelines for Complaint Management

We value the rights of parents/guardians, students, and staff to have their complaints taken seriously. Complaints are captured, managed, and reviewed regularly to improve school processes. We provide culturally appropriate support as required and ensure the school community understands how to raise concerns.

Sources of Authority:

- CECWA Policy
- Community Policy
- Executive Directive – Dispute and Complaint Resolution

Scope

These procedures apply to all:

- Students
- Staff
- Parents and carers
- Members of the school community

Definitions

- Complaint: An expression of dissatisfaction with school services, decisions, actions, or the complaints process itself.
- Dispute: A conflict regarding a right, claim, or demand, met with contrary claims or allegations.
- Procedural fairness: Ensures a fair hearing, no bias, evidence-based decisions, and inquiry into disputes.
- Students: Children and young people enrolled at St Anne's School Harvey.

How We Manage Complaints

1. Privacy and Access

- The Principal and staff comply with the Privacy Act 1988 (Cth) regarding personal information.
- Complaints procedures are available on our website for all community members.

2. Informal Complaints Resolution

- Most concerns can be resolved informally through discussion with staff.
- Concerns are treated seriously but may not require formal action.
- Matters involving immediate risk to student health, safety, or wellbeing should be referred directly to the Principal.

3. Roles and Responsibilities

Principal:

- Oversees complaints management, staff education, and record-keeping.
- Acknowledges complaints within three school days.
- Communicates updates within ten school days.
- Escalates complaints outside their authority to the Deputy Executive Director or Executive Director.

Staff Members:

- Handles informal complaints and records resolutions in SEQTA.
- Refers formal complaints to the Complaints Officer.

Making a Formal Complaint

Before lodging a formal complaint, we encourage raising the matter with the relevant staff member (see Flowchart for dealing with disputes and complaints). If unresolved, submit a complaint via:

- Email: Principal, St Anne's School Harvey

Complaints about the Principal can be referred directly to the Executive Director of CECWA.

Anonymous Complaints

- Anonymous complaints will be considered, but limitations exist in investigating and resolving them.

Withdrawal of a Complaint

- Complaints may be withdrawn at any stage. The school may choose to continue addressing them if deemed necessary.

Formal Resolution Procedure

Step 1 – Receiving and Recording

- Acknowledgment within three school days.

Step 2 – Acknowledgment

- Written acknowledgment and assignment of status, priority, and target resolution date.

Step 3 – Assessment & Immediate Risks

- Investigation conducted with procedural fairness.
- Relevant CEWA policies or legal mechanisms followed.
- Support persons may assist parties.

Step 4 – Resolution

- Written response to complainant.
- Complaint closed if accepted by the complainant.

Step 5 – Further Investigation

- Principal may review, seek more information, or involve mediation.
- Matter closed if outcome accepted.

Step 6 – Continuous Improvement

- Complaints logged and corrective actions implemented where needed.

Step 7 – External Resolution

- Unresolved matters may be escalated externally (e.g., Executive Director of CECWA).

Reviews and Appeals

- Complainants may escalate matters if dissatisfied with the outcome.
- Executive Director of CECWA investigates in line with procedural fairness.

Director General Role

- Ensures the school meets registration standards, including complaints handling.
- Students, parents, or community members may contact the Director General with concerns.
- The Director General cannot override the school's decision.

Confidentiality

- Information is kept confidential, except when disclosure is legally required.
- Children and young people have the same privacy rights as adults but may waive them to access support.
- Anonymous complaints may limit resolution options.
- Allegations involving abuse or child protection are reported promptly to authorities.

Child-Friendly Complaints

- Students can raise concerns with teachers, staff, Assistant Principal, or Principal.
- Methods include:
 - Face-to-face
 - Suggestion box
 - Class Meetings/Surveys
 - Student Council/Leaders
- Complaints are acknowledged promptly.
- Support is provided for sensitive issues.
- Allegations of abuse follow CEWA Child Protection Procedures.

Culturally Safe Complaints

- St Anne's School Harvey provides culturally appropriate avenues for First Nations students, parents, and community members.
- Staff ensure complainants are listened to and supported throughout the process.
- Therapeutic support, interpreters, and cultural support are available as required.

Student Complaint Procedure

St Anne's School recognises the right of an individual student to feel free to voice a concern. Staff will endeavour to investigate, address and, if required, resolve that concern in an open and fair manner. If a student has a concern that they would like addressed, the guidelines below should be followed:

Step 1 – Teacher	
The student should choose to discuss the concern with the staff member with whom they are most comfortable. In the first instance, the student is encouraged to talk to their class teacher. The student may take a friend or their parent for support.	1. Concern is raised with a trusted person 2. Matter is investigated 3. Meeting with relevant parties 4. Resolution agreed by all parties 5. Matter is documented 6. Monitoring and evaluation

Step 2 – Assistant Principal	
If not resolved in Step 1. The student speaks to an Assistant Principal to help resolve the issue. The student may take a friend, their class teacher or their parent for support.	1. Concern is raised with the Assistant Principal 2. Matter is investigated 3. Meeting with relevant parties 4. Resolution agreed by all parties 5. Matter is documented 6. Monitoring and evaluation

Step 3 – Principal	
If not resolved in Step 2. The student speaks to the Principal. The student may take a friend or their parent for support. The Principal may consult with teachers, school leaders, parent and/or external agencies. The Principal's decision is final.	1. Concern is raised with the Principal 2. Matter is investigated 3. Meeting with relevant parties 4. Resolution agreed by all parties 5. Matter is documented 6. Monitoring and evaluation

Students should be aware that in some instances confidentiality cannot be guaranteed if the matter is serious or criminal in nature. Students need to be aware that school staff may be obliged to share information with relevant school leaders and/or the Police or outside agency dependent on the nature of the concern.

Teachers and some other employees have mandatory reporting obligations under the Children and Community Services Act 2004 (WA) if they have reasonable grounds to suspect a child is at risk of sexual harm and have current concerns about the wellbeing of the child.

Flowchart for Dealing with Disputes and Complaints

