

POLICY NAME:	CONCERN, COMPLAINT AND DISPUTE RESOLUTION POLICY
POLICY AREA:	Risk Management
DATE APPROVED:	June 2024
AUTHOR:	Director of Finance and Resources
NEXT REVIEW:	June 2026

1. Objective

The objective of this policy is to provide a clear process for addressing and the resolution of concerns, complaints and disputes. .

2. Rationale

Wesley College recognises that matters of concern, complaint and dispute will arise from time to time. We would hope that most issues can be easily and quickly resolved by si

Transparency and openness

The College is open to the concerns from its community.

The College will provide adequate resources for the effective handling of complaints.

Where necessary, an authorised person will conduct a formal examination and investigation of the complaint and/or areas of disputation.

The College will treat all complaints in a confidential and respectful manner.

8. Complaint handling

As per DEWA Registration Guidelines, the College maintains a detailed complaints register with capacity to record:

- date of complaint;
- name of complainant and relationship to the school;
- subject matter of the complaint, including the name of any person complained about and his or her relationship to the school;
- complaint investigator and position or role at the school;
- date investigation completed;
- whether complaint upheld;
- resolution agreed with or offered to complainant;
- date of referral for review (for example by the governing body);
- complaint reviewer and relationship to the school;
- date review finalised; and
- review resolution agreed with or offered to complainant.

Information regarding the identity of those involved in any matter may be restricted for reasons of confidentiality
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10. A System of Review

An essential component of good governance involves the College Council and the College Executive having a direct

If the matter relates to a member or members of the Wesley staff they will be informed. They will also be told that there should be no victimisation or retaliation against the complainant as a result of the matter being lodged.

The Head of College or the Head of College ee, following consultation with the complainant and the respondent(s), determines the most suitable method of resolving the matter This may include, but is not limited to, mediation or an independent investigation. The complainant and respondent will be advised in writing of the resolution process and the rationale behind it.

The Head of College has the right to interview students without parents or guardians being present if it is deemed necessary.

Step 3: Referral to the College Council

If the complainant is still not satisfied after the matter has been dealt with via the Head of College they may write to the Chair of College Council who, together with the Executive Committee of Council and Council itself, is the final authority. All correspondence should be labelled Private & Confidential, Chair of Wesley College Council via the Head of College Executive Assistant.

Unless requested by the Chair, Executive Committee of Council or Council, the Head of College will not be involved in deliberations regarding the resolution of the matter. The Council or Executive Committee of Council may appoint an independent mediator in an attempt to resolve the matter.

Any matter referred to an individual member of College Council will be passed on to the Chair of Council.

Any complaint or grievance forwarded or made to the Chair of Council and any appeal against a school policy or decision of the Head of College will be dealt with as follows:

- The Chair of Council will ensure the Head of College is aware of the nature and details of the matter.

- The Chair of Council will convene a meeting of the Executive Committee of Council to resolve the matter.

- The Executive Committee of Council may request any person to attend before it or provide information to it.

- The Executive Committee of Council will recommend to College Council a course of action.

Concern, Complaint Flow Chart

if not satisfactorily resolved

if still not satisfactorily resolved

if still not satisfactorily resolved