



John Pujajangka-Piyirn Catholic School

Dispute And Complaint Resolution Procedures

SOURCES OF AUTHORITY	
CECWA POLICY	Community Policy
EXECUTIVE DIRECTIVE	Dispute & Complaint Resolution

JPP Catholic School works hard to deal with complaints in a fair and quick way.

We follow important rules to help us do this well, including:

- Principles 6 and 9 of the National Principles for Child Safe Organisations
- International complaints standard (ISO 10002:2018)
- Australian/New Zealand complaints standard (AS/NZS 10002:2014)

We believe parents, carers, students and staff have the right to:

- Be listened to
- Be taken seriously
- Get a response as soon as possible

We keep records of complaints so we can:

- Track what is happening
- Fix problems
- Improve our school

We make sure our complaint process is:

- Easy to use
- Clear to understand
- Known by our school community

DEFINITIONS

Complaint

When someone is unhappy with something at school (for example: a decision, action, service, or how a complaint was handled).

Dispute

When two sides disagree about something and cannot easily resolve it.

Procedural fairness means:

- Everyone gets a chance to be heard
- No one is treated unfairly or with bias
- Decisions are based on evidence
- The situation is properly looked into

Students

Children and young people enrolled at JPP Catholic School

Informal complaints resolution

Most problems can be solved quickly by talking to the right person.

We welcome feedback, suggestions, and concerns from parents.

- A **concern** is a smaller issue that can often be solved with a simple conversation
- A **complaint or dispute** is more serious and may need a formal process

We encourage people to:

1. Start by talking to anyone at the school who you feel comfortable with (informal concern)
2. Make a formal complaint if the issue is not resolved

If the issue involves **immediate risk to a student's safety or wellbeing**, contact the Principal straight away.

Roles And Responsibilities Of Staff In Resolving Complaints And Disputes

Principal

The Principal is responsible for:

- Making sure the complaint process is followed
- Reviewing and improving procedures
- Making sure staff understand the process
- Keeping accurate records

Staff members

All staff:

- Can help with informal concerns
- Record outcomes in SEQTA
- Must refer formal complaints to the Complaints Officer

How To Make A Formal Complaint

If possible, first speak with the staff member involved.

If this does not work, or you prefer to make a formal complaint, you can:

1. Visit the school to meet with the Principal or a staff member with whom you feel comfortable
2. Write to the Principal, PMB 6, Halls Creek WA 6770, or email admin@jppmulan.wa.edu.au
3. Call the school on 9168 8943 and ask to speak to the Principal or speak with any staff member with whom you feel comfortable

If the complaint is about the Principal and cannot be resolved with them, you can contact the:

1. CEWA Broome Regional Office on 08 9194 9200
2. Executive Director of Catholic Education WA (CEWA Ltd)
<https://www.cewa.edu.au/contact/make-a-complaint/>

Anonymous complaints

It is better if we know who made the complaint, but anonymous complaints will still be considered if serious.

- We will respond in writing if we know who you are
- We will explain the outcome to the people involved
- We cannot respond to anonymous complaints directly

Withdrawal of a complaint

A complaint can be stopped at any time.

If it is withdrawn:

- The case will usually be closed
- The school may continue if the issue is serious

Internal Formal Resolution Procedure

Step 1 – Receiving and recording the complaint

Formal complaints are recorded in SEQTA.

Step 2 – Acknowledge the complaint

We will respond in writing or meet with you as soon as possible. We will also set a priority and target time to resolve it.

Step 3 – Assess the complaint and address immediate risks

The Principal will:

- Investigate fairly
- Follow proper rules
- Make a decision

If other rules or laws apply, they will be followed. People can bring a support person to help them.

Step 4 – Resolving complaints

A solution will be provided in writing. If accepted, the matter is closed.

Step 5 – Further investigation

If the solution is not accepted:

- The Principal (or delegate) will review the case
- More information may be gathered
- A decision is usually made within 14 days
- External help (like mediation) may be used.

Step 6 – Continuous improvement

All complaints are recorded. If needed, changes will be made to improve school processes.

Step 7 – External resolution

If still unresolved, outside help can be sought .

Reviews And Appeals

If someone is unhappy with the result, they can ask for a review. The complaint can be taken to a higher level, including the Executive Director of CEWA Ltd.

The review will follow fair processes.

The Role of the Director General

The Director General of the WA Department of Education checks that schools follow the rules. Anyone can contact the Director General if they are concerned about how a complaint was handled.

However:

- The Director General cannot change the school's decision
- They only check if the correct standards were followed
- <https://www.cewa.edu.au/contact/make-a-complaint/request/>

Confidentiality

We respect privacy for everyone involved.

- Information is kept confidential
- Personal details are protected
- Information is only shared when necessary
- Children have the same privacy rights as adults.

If someone makes an anonymous complaint:

- It may be harder to investigate
- It may be less fair to others involved

Sometimes information must be shared:

- If required by law
- If safety is at risk

If a complaint involves serious issues (like abuse):

- Police and CEWA will be informed

Record Keeping

The Principal keeps records of:

- Complaints
- Decisions
- Statements from people involved

Child Friendly Complaints

Students can also make complaints.

We want the process to be:

- Easy to understand
- Easy to use
- Supportive

Students can report concerns by:

- Talking to a trusted adult at school (teacher, mentor, counsellor, etc.)

Students can make a complaint:

- Face to face
- By phone (08 9168 8943)
- By email (admin@jppmulan.wa.edu.au or a teacher's email)

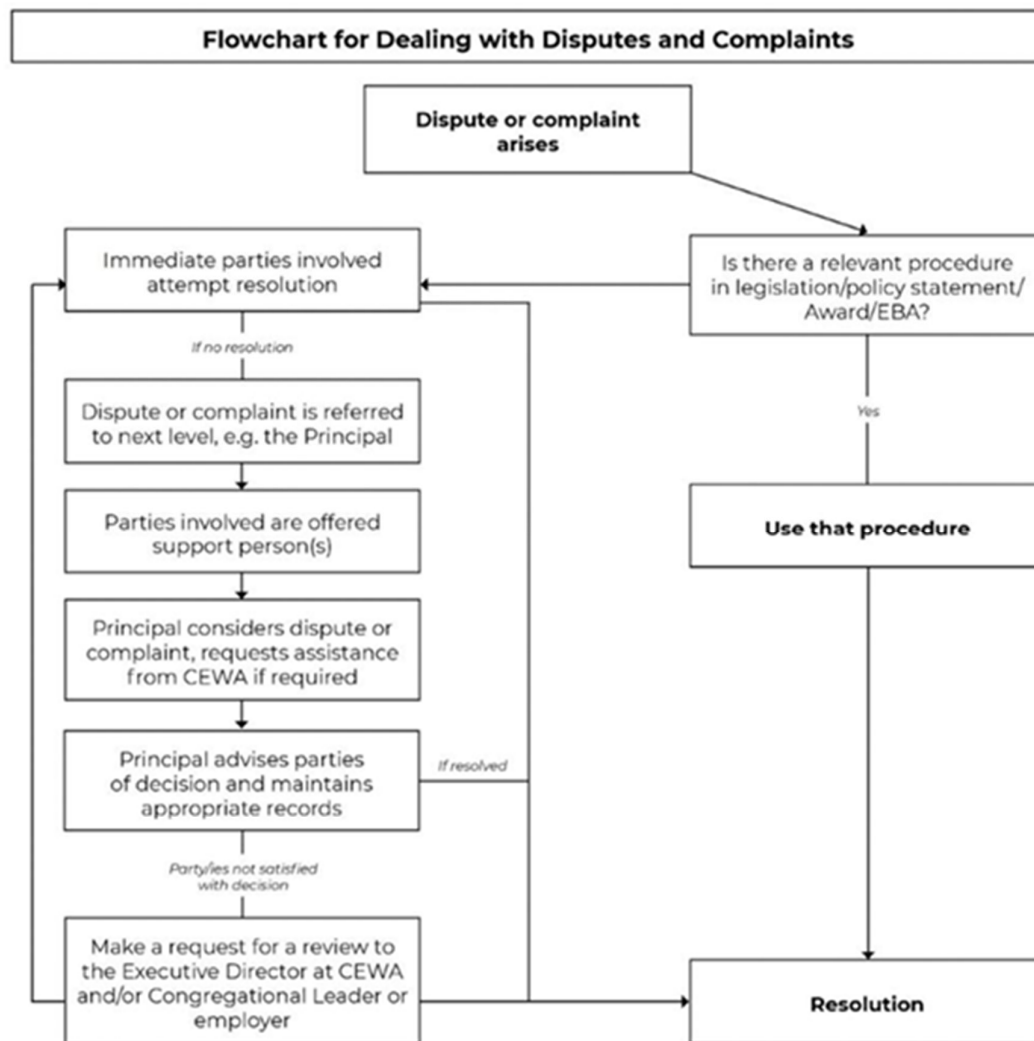
We will respond as quickly as possible. Even small complaints are important. Sometimes students start with small issues before sharing bigger ones (like bullying).

Students can ask for support from:

- A friend
- A trusted adult

If a complaint involves serious issues (like abuse or grooming):

- The school will follow Child Protection Procedures
- Authorities will be informed immediately



Authorised by School Representative	Principal – Rachel Lechmere
Signature:	<i>R Lechmere</i>
Date Reviewed:	March 2026
Next Review Date:	March 2028

