Leschenault Catholic Primary School

Concern, Dispute and Complaint Resolution Procedures

1. Purpose

Leschenault Catholic Primary School (LCPS) is committed to providing a safe, supportive and respectful learning environment. This procedure outlines how concerns, complaints and disputes are managed in a way that is child-focused, accessible, fair and consistent with:

- CEWA Executive Directive – Dispute and Complaint Resolution
- CEWA Director Instructions – Dispute and Complaint Resolution
- The National Child Safe Organisation Principles, particularly Principles 6 and 9

2. Commitment Statement

LCPS recognises the right of parents, carers, students, staff and community members to raise concerns, complaints or disputes and to have them:

- Taken seriously
- Responded to promptly and respectfully
- Managed in accordance with procedural fairness
- Focused on the safety and wellbeing of children and young people

The school views complaints as an opportunity for learning, improvement and strengthening child safe practices.

3. Definitions

Concern
A matter of unease or worry that may usually be resolved through informal discussion.

Complaint
An expression of dissatisfaction about school services, actions, decisions, staff conduct or the complaint handling process itself.

Dispute
A conflict involving opposing claims, rights or interests that cannot be readily resolved.

Students
Children and young people enrolled at Leschenault Catholic Primary School, Australind.

Code of Conduct
A Code that unites staff, students, parents, regular volunteers, visitors and other members of our school community in understanding the minimum standards of conduct in all behaviour and decision making to ensure the safety and well-being of students is prioritised and protected.

4. Procedural Fairness

All complaints and disputes are managed in accordance with the principles of procedural fairness, which require:

- A process appropriate to the circumstances
- Decision-making free from bias
- Evidence to support decisions
- Proper inquiry into matters raised

5. Child-Focused and Accessible Complaints System

LCPS maintains a child-focused, accessible and culturally safe complaints handling system.

- A complaint or concern may be raised in any format (verbal, written, digital)
- A complaint may be made to any staff member with whom the complainant feels safe
- All complaints must be taken seriously, regardless of the person, format or perceived seriousness

LCPS "Child Friendly" Complaints Procedure includes the following:

- A requirement that all LCPS report all complaints received to an Assistant Principal/Principal without judgement.
- A requirement that Leadership record, address and follow-up the complaint as required in each circumstance.
- Child Friendly "Seeking Help" Posters (below) are visible in each learning spaces and known and understood by the students

K-2 Child Friendly Version

3-6 Child Friendly Version

6. Informal Resolution of Concerns

Most concerns are resolved effectively through informal discussion.

Parents and carers are encouraged to raise concerns with:

- The relevant class or subject teacher; or
- A member of the Leadership Team if they are uncomfortable approaching the staff member concerned directly or would prefer to raise the matter

Leadership contacts:

- **Pre-Kindy – Year 2:** Assistant Principal – Mrs Jo Paini
- **Years 3 – 6:** Assistant Principal – Mr Bree Dudek
- **Other school matters:** Principal – Mr Daniel Graves

In circumstances involving immediate risk to health, safety or wellbeing, concerns must be referred directly to the Principal.

7. Roles and Responsibilities

Principal

- Accountable for the implementation, review and oversight of this procedure
- Ensures accurate record-keeping in the complaints register
- Investigates and manages formal complaints
- Ensures staff training and compliance

Assistant Principals / Leadership Team

- Support the resolution of concerns and complaints
- Record matters appropriately
- Escalate complaints where required for review

Staff Members

- Receive and respond to concerns respectfully
- Record informal resolutions in SEQTA
- Refer formal complaints to their relevant Assistant Principal or Principal as required

Volunteers

- Report concerns or complaints provided to them to their designated supervisor (LCPS Staff Member) as soon as possible.
- Report their personal complaints or concerns to a member of the Leadership Team as soon as possible.

8. Staff Training and Capability

LCPS ensures that staff and volunteers:

- Understand their roles, reporting and privacy obligations
- Receive training in:
    - Child-focused complaint handling
    - Responding to disclosures of harm
    - Procedural fairness
    - Mandatory reporting requirements
    - Code of Conduct

Staff are supported and empowered to:

- Raise concerns about breaches of the Code of Conduct
- Challenge unsafe behaviour
- Escalate matters appropriately

9. How to Make a Formal Complaint

Reporting a Breach of the Code of Conduct can be reported directly ***https://forms.office.com/r/j3XeJGmHUa*** the preferred method (link available on LCPS website) or by any methods outlined below.

Formal complaints may be submitted by:

1. Online form via the school website: Families: Concern , Dispute, Complaint Resolution or directly: https://forms.office.com/r/A34ptUCA7h
2. Email or phone contact with school administration
3. Written letter to the Principal
4. Requesting to speak with the Principal

   If you are not comfortable lodging a complaint using the above methods, we encourage you to make your complaint in a format that you feel comfortable and report it to a member of staff that you feel comfortable discussing this with. LCPS Staff members will refer your complaint to the Leadership Team for further action.

5. Any format

Contact details:

- Phone: (08) 9728 2200
- Email: lcpsoffice@cewa.edu.au
- Principal: daniel.graves@cewa.edu.au

Where a complaint concerns the Principal and cannot reasonably be resolved locally, it may be referred to the Executive Director of CEWA Ltd.

10. Anonymous Complaints

Anonymous complaints will be considered where they raise issues of concern regarding student safety or wellbeing. However, anonymity may limit the school's ability to investigate and respond fully, and to provide you a response to the complaint.

11. Internal Formal Resolution Process

Step 1 – Receiving and Recording

Formal complaints are logged in the school's complaints register and kept as a permanent school record.

Step 2 – Acknowledgement

Complaints are acknowledged in writing as soon as practicable.

Step 3 – Assessment and Investigation

The school investigates in accordance with procedural fairness and relevant CEWA requirements:

- CEWA Executive Directive – Dispute and Complaint Resolution
- CEWA Director Instructions – Dispute and Complaint Resolution

Step 4 – Resolution

A written outcome is provided. The matter is closed if accepted.

Step 5 – Review

If unresolved, the Principal (or delegate) reviews the matter, seeking to resolve it within 14 days. External mediation may be sought.

Step 6 – Continuous Improvement

Complaints are analysed to identify trends and systemic issues.

Step 7 – External Resolution

Where unresolved, complainants may pursue external review pathways.

12. Reviews, Appeals and External Oversight

Complaints may be escalated to the Executive Director of CEWA Ltd.

The Director General of the Department of Education monitors school compliance with registration standards, including complaints handling. While the Director General may assess compliance, they cannot overturn school decisions. More information is available here: https://www.education.wa.edu.au/non-government-school-concerns

13. Confidentiality

Confidentiality is maintained wherever possible. Information is shared strictly on a need-to-know basis or where legally required.

14. Record Keeping

The Principal maintains accurate records of all formal complaints, breaches of the Code of Conduct, investigations, decisions and actions. Formal complaints are logged in the school's complaints register and kept as a permanent school record. The following information is recorded:

- Date of complaint
- Name of complainant and relationship to the school
- Subject matter of the complaint,
- Complaint investigator and position or role at the school
- Date investigation completed
- How complaint resolved
- Date of referral for review (for example by the governing body)
- Complaint reviewer and relationship to the school
- Date review finalised; and
- Date complainant notified.

15. Complaints Relating to Student Safety

Where a complaint indicates possible harm, grooming, neglect, abuse or a breach of the Code of Conduct, the school will act immediately in accordance with CEWA Child Protection Procedures and mandatory reporting obligations.

16. Review and Continuous Improvement

LCPS regularly reviews its child safe practices and complaints handling system. Review processes:

- Procedure will be reviewed every two years or earlier as legislative changes require
- Analyse complaints and safety incidents
- Identify systemic issues
- Include staff, family and (where appropriate) student input

Findings are used to improve practice and are communicated appropriately.

Version	Date	Change Description	Approved by
1.0	January, 2023	Initial policy	Leadership Team
1.1	February, 2025	Updated reporting roles	Leadership Team
2.0	November, 2025	Aligned with CEWA and NGSRS updates	Leadership Team