

## HOW TO DEAL WITH A DISPUTE OR COMPLAINT AT JOHN XXIII COLLEGE

CATEGORY  
POLICY #  
SUB #

### MISSION STATEMENT

In the spirit of John XXIII, Mary Ward and Ignatius Loyola, our College Seeks to develop people of competence, conscience and compassion who are committed to God and the service of others.

*The College Mission reflects the Characteristics of Ignatian Education*

1. *Ignatian education: is world affirming; assists in the total formation of each individual within the human community; includes a religious dimension that permeates the entire education; is an apostolic instrument; promotes dialogue between faith and culture*
2. *Ignatian education: insists on individual care and concern for each person; emphasises activity on the part of the student; encourages life-long openness to growth.*
3. *Ignatian education: is value orientated; encourages a realistic knowledge, love, and acceptance of self; provides a realistic knowledge of the world in which we live.*
4. *Ignatian education: proposes Christ as the model of human life; provides adequate pastoral care; celebrates faith in personal and community prayer, worship and service.*
5. *Ignatian education: is preparation for active life commitment; serves the faith that does justice; seeks to form "men and women for others", manifests a particular concern for the poor.*
6. *Ignatian education: is an apostolic instrument, in service of the Church as it serves human society; prepares students for active participation in the Church and the local community, for the service of others.*
7. *Ignatian education: pursues excellence in its work of formation; witnesses to excellence.*
8. *Ignatian education: stresses lay-Religious collaboration; relies on a spirit of community among: - teaching staff and administrators; the Jesuit/Loreto community; governing boards; parents; former students; benefactors; takes place within a structure that promotes community.*
9. *Ignatian education: adapts means and methods in order to achieve its purposes most effectively; is a "system" of schools with a common vision and common goals; assists in providing the professional training and ongoing formation that is needed, especially for teachers.*

### RATIONALE

The purpose of this publication is to provide an overview of the process to be utilised at John XXII College in the resolution of a dispute or complaint that may arise from time to time.

The Catholic Education Commission of Western Australia (CWCWA), Dispute and Complaint Resolution policy was implemented in first term 2002 and provides a process that must be followed by all Catholic schools when addressing issues of dispute or complaint.

### PRINCIPLES

The Dispute and Complaint Resolution policy is consistent with the accountability requirements under the School Education Act (1999), and has been adapted to match the unique governance structure of the College. The Dispute and Complaint Resolution policy has been developed on the following basis:

- The principles of the policy are based on the Church's social teachings and the principles of natural justice e.g. the right to be heard and the right to response etc.
- The need to resolve the dispute or complaint initially at the school level before involving the Chair of College Council.

In the case of a dispute or complaint arising that directly relates to an existing College policy, the procedural aspects of this policy shall be followed, e.g. student enrolment.

In the case of a dispute or complaint resulting from an employment related issue, the prescribed provision of the relevant Enterprise Bargaining Agreement or Award shall be adhered to.

A copy of the policy and guidelines is available upon request.

#### **PROCEDURE**

- All issue of dispute or complaint must be addressed in the first instance at the school level.
- Where the parties are having difficulty achieving a resolution at the school level they may request the assistance of the Chair of College Council.
- Any party may appeal the Principal's decision to the Chair of College Council who will then in turn review the decision.
- Any party may appeal the Chair of College Council's decision to the Minister for Education. The Minister for Education will review the process utilised to resolve the dispute or complaint but will not review the merits of the matter.