



Disputes and Complaints Policy and Procedures

1. Purpose

To ensure that Gilmore College has open complaints and dispute systems and to ensure that complaints and disputes are dealt with in an effective and timely manner.

2. Policy

- The Principal is responsible for establishing and maintaining processes for managing and reviewing enquiries, concerns, and complaints at the College level.
- At Gilmore College, we are responsible for managing the resolution of disputes and complaints lodged by students, parents/caregivers, members of the community, and staff in their private capacity.
- Staff at Gilmore College will make every effort to promptly resolve disputes and complaints at the local level in accordance with the principles of procedural fairness.
- Where a dispute or complaint is not resolved at the College level, the complainant or the Principal can forward a written complaint to the Executive Director (Professional Standards and Conduct).

3. Procedures

3.1 General

The Department of Education document [Complaints and Notifications Policy \(2024\)](#) outlines in detail the principles that underpin this policy and procedures, provides definition of terms, and details procedures for both written and verbal complaints. The document also outlines responsibilities for local management of complaints in relation to school or staff.

3.2 Issues and Concerns

Students, parents/caregivers, and staff are invited to discuss issues and concerns they may have about the College or its operation.

3.3 Retain Documentation

All complaints and related documentation must be retained and filed.

4. Document Control

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| <p>Owner: Created: Modified:</p> <p>Approved:</p> <p>Next Review:</p> <p>Links to Regulatory Framework:</p> <p>Policy Location:</p> | <p>Principal 27 June 2013 25 July 2013 10 September 2013</p> <p>24 February 2025 Principal Mr Patton February 2028</p> <p>Legislation/Authority</p> <ul style="list-style-type: none"> • Equal Opportunity Act 1984 (WA) • Human Rights and Equal Opportunity Commission Act 1986 (Cth) • Public Interest Disclosure Act 2003 (WA) • Public Sector Management Act 1994 (WA) • Racial Discrimination Act 1975 (Cth) • School Education Act 1999 (WA) • School Education Regulations 2000 (WA) • Working with Children (Criminal Record Checking) Act 2004 (WA) • Working with Children (Criminal Record Checking) Regulations 2005 (WA) Department Policies • Equal Employment Opportunity/Diversity • Staff Conduct and Discipline • Working with Children Checks <p>S:\AdminShared\Administration Staff\100 Administration\109 Policy\GILMORE POLICIES</p> | <p>Implementation and Review: The Principal is responsible to the College Executive for the continuous monitoring and review of the <i>Disputes and Complaints Policy and Procedures</i>.</p> |
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