



Dispute Resolution Policy

Purpose

The purpose of this policy is to ensure that student, parent and employee disputes are dealt with in a responsive, efficient, effective and fair way.

Policy Statement

Border Rivers Christian College is committed to ensuring that student, parent and employee disputes are dealt with in a responsive, efficient, and effective and fair way. Border Rivers Christian College views complaints and disputes as part of an important feedback and accountability process. Border Rivers Christian College acknowledges the right of students, parents and employees to complain when dissatisfied with an action, inaction or decision of the College.

Types of Disputes that may be Resolved under this Policy

Border Rivers Christian College encourage students, parents and employees to promptly lodge concerns regarding sexual harassment, discrimination, workplace bullying, privacy breaches and non-compliance with child protection processes as well as more general complaints that include areas such as:

- the College, its employees or students have done something wrong or not done something which should have been done
- the College, its employees or students have acted unfairly or impolitely, and against stated codes of conduct
- the College's learning programs; communication; fees/payments; general administrative issues

Student complaints may be brought by students or by parents on behalf of their children, as appropriate in the circumstances.

Issues Outside of this Policy

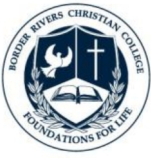
The following matters are outside of the scope of this policy and should be managed as follows:

- Child Protection concerns (see College's Child Protection Policy)
- Student bullying complaints; student discipline matters (see College's Behaviour Management Policy)
- Student or employee violence or criminal matters should be directed to the Principal who will involve the Police as appropriate

Dispute Resolution Principles

Border Rivers Christian College is committed to managing disputes according to the following principles:

- Disputes will be resolved with as little formality and disruption as possible, fairly, objectively and promptly within reason. Disputes will be taken seriously
- Anonymous complaints will be treated on their merits as or when possible
- Mediation, negotiation and informal resolution are optional alternatives to investigation
- Confidentiality and privacy will be maintained as much as possible
- All parties to the dispute will be appropriately supported and provided reasonable progress updates



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- Appropriate remedies will be offered and implemented including a review mechanism
- Complainants, respondents and people associated with them will not be victimised
- The College will keep confidential records of disputes

Responsibilities

College

The College has the following roles and responsibilities:

- Develop, implement, promote and act in accordance with the College's Dispute Resolution Policy and procedures, and communicate the Policy and procedures to students, parents and employees
- Manage disputes in accordance with the College's Dispute Resolution procedures
- Ensure that appropriate support is provided to all parties to a dispute
- Take appropriate action to prevent the victimisation or reprisal against those involved
- Appropriately implement remedies
- Appropriately train relevant employees
- Monitor and report on disputes and keep appropriate records

All Parties to a Dispute

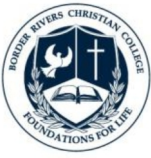
The complainant and respondent have the following roles and responsibilities:

- Apply, and comply with, the College's Dispute Resolution Policy and procedures
- Lodge disputes promptly after the issue occurs
- Not make frivolous or vexatious complaints but act in good faith, and in a calm and courteous manner
- Expect that the dispute will be dealt with fairly, objectively and promptly; with procedural fairness, and natural justice principles observed wherever practicable; and confidentiality and privacy maintained as much as possible
- Provide accurate, complete and factual information in a timely manner
- Show respect and understanding of each other's points of view
- Act in a non-threatening manner
- To be appropriately supported
- Acknowledge that a common goal is to achieve an outcome acceptable to all parties
- Recognise that all parties have rights and responsibilities which must be balanced
- Not victimise or act in reprisal against any party to the dispute or any person associated with them

Employees Receiving Disputes

Employees receiving disputes have the following roles and responsibilities:

- Act in accordance with the College's Dispute Resolution Policy and procedures
- Inform the party lodging the dispute of how disputes can be lodged, when they should be lodged, what information is required and any support or assistance available to assist them in lodging their complainant
- Provide the complainant with a copy of the College's Dispute Resolution Policy and procedures by



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directing them to the College website

- Maintain confidentiality
- Keep appropriate records
- To forward complaints to more senior employees, including the Principal, as appropriate
- To be appropriately supported
- Not victimise or act in reprisal against the complainant, respondent or any person associated with them

Implementation

Border Rivers Christian College is committed to raising awareness of the process for resolving disputes at the College, including by the development and implementation of this policy and related procedures, and via the clear support and promotion of the policy and procedures. Border Rivers Christian College is also committed to appropriately training relevant employees on how to resolve disputes in line with this policy and the related procedures. The College will keep appropriate records of disputes, will monitor disputes and their resolution and will report on a high-level basis to the College Board on dispute resolution at the College. Border Rivers Christian College will act to encourage students, parents and employees to contribute to a healthy College culture where disputes are resolved with as little formality and disruption as possible.

Rebecca Montgomery
Principal