

Name:	POLICY for PARTICIPANTS – DISPUTE RESOLUTION
Policy No:	181105
Approved by:	Stephen Kinsella, Executive Director
Last reviewed:	November 2018
Responsible	Head of Professional Learning

1. Purpose

To facilitate prompt, fair and confidential resolution of complaints.

2. Scope

This policy applies to all participants.

3. Policy Principles

- i. To investigate any complaint and address all concerns with integrity and in a sensitive manner.
- ii. To support all parties and facilitate an equitable and just outcome.
- iii. Honesty and openness are expected.

Expectations for the equitable resolution of a participant complaint.

- 1. At the commencement of each course or program, the EdComm staff representative will, amongst other 'housekeeping announcements' inform all participants of the processes followed by the Commission and by the Institute to secure evaluative feedback from them after the completion of the course.
- 2. Participants will be informed that if they have concerns or complaints about the content, methodology used, or the presentation of the course or program, they should write directly to the Executive Director (ED) of the Commission, or if the ED is one of the presenters, to the Chairman of the Anglican Education Commission. All complaints will be addressed expeditiously and the outcomes will be communicated to the complainant as soon as practicable, no matter how serious the complaint might be.
- 3. For a complaint to be investigated it must be stated in writing (email is acceptable).
- 4. On receipt of a complaint, the ED will acknowledge its receipt and conduct an investigation within a reasonable time frame with sensitivity to all concerned.
- 5. Parties will be given notification of the investigation of any complaint against them and given time to prepare a response and an opportunity to state their case.
- 6. The factual basis for any complaint will be investigated. The level of seriousness will be considered.
- 7. Confidentiality will be maintained.
- 8. Where the complaint is about a staff member from a participant the staff member will be encouraged to address the participant directly. The staff member should consult with the ED for advice before this meeting.
- 9. No action should be taken by the ED unless the parties concerned have failed to resolve the issue.
- 10. All parties will be informed of any outcome.
- 11. If the matter cannot be rectified within a reasonable length of time, the matter may be referred to the Academic Panel of the Anglican Education Commission.

12. Where the complaint is about another staff member the Grievance Policy of the Anglican Education Commission applies.