



Grievance Policy

Purpose

The social, emotional, moral, spiritual and physical wellbeing of our students is pivotal to their success at school and in their future lives. Students' ability to positively resolve conflict and grievances/concerns is an important part of their positive social and emotional health.

As with students, we acknowledge that the adults of the school community can sometimes also feel aggrieved. Positive, clear and effective processes for resolving grievances/concerns between the school and community members assists in the building of strong relationships, dispels anxiety and ultimately provides students with an enhanced learning environment.

Key elements of our grievance/concerns handling procedure:

Impartiality

If someone makes a complaint, it will be investigated in a fair and impartial manner. No judgments or assumptions will be made, and no action will be taken until the investigation is complete. If a complaint is made against you, your rights will be protected and you will be given an opportunity to tell your side of the story. Please refer to the attached flow chart to detail the appropriate response depending on the grievance.

Confidentiality

You can feel secure that if you do make a complaint under this policy, it will remain confidential. The only people who will have access to information about the complaint will be the persons directly involved.

No Victimization

The school authorities will endeavour to take all reasonable steps to ensure that a person who makes a complaint will not be victimized.

Communication

Once a grievance has been lodged with the school a response will be both clear and timely. Details regarding a status update will be communicated in a timely manner to keep all parties involved up to date.

- ☐ It is important that all complaints, ensuring procedure and outcomes are fully documented.
- ☐ The Principal may choose to respond to a complaint through an informal process in cases where the complaint is minor, the complainant wishes the matter to be dealt with informally or the complaint has arisen from lack of or unclear communication.
- ☐ In the case where the grievance involves the principal please direct any concerns to the Parish Priest.
- ☐ Formal process will be used when informal processes have not been successful, a complainant seeks a formal process, or the Principal believes the complaint warrants formal investigation.
- ☐ Parents may be accompanied by a support person at appointments arranged to resolve grievances/concerns.
- ☐ The Principal and Deputy will not act upon anonymous complaints.
- ☐ The Principal will seek the support of the CEM (Catholic Education Melbourne).
- ☐ Full details regarding formal complaint resolution procedures are contained within the CEM Policy 2.20 Complaints Policy

Appendices

- Appendix 1 -Parents with Grievances about the classroom
- Appendix 2 -Parents with Grievances about other students
- Appendix 3 -Parents with Grievances about other parents
- Appendix 4 -Parents with Grievances about school policy

Evaluation

This policy will be reviewed as part of the school review cycle

Date of Ratification	June 2018
Date of Review	June 2021

PARENTS WITH GRIEVANCES

ABOUT THE CLASSROOM

Maintain appropriate communication and behaviour
Keep calm and use appropriate language

Make an appointment:
Talk to the teacher about the issue.

If you are not comfortable speaking about the issue with the classroom teacher, make an appointment to speak to the Principal.

Discuss the issue clearly and objectively.
Seek to resolve the issue in a way that respects the needs of those involved.

Allow a reasonable time frame for the issue to be addressed

If the issue remains unresolved

The parent should contact the Principal who will arrange a meeting between the parent, classroom teacher and any other relevant staff.

All parties should strive to maintain a positive working relationship beyond the meeting.

A grievance can be defined as a complaint, a protest, an objection, an issue, a concern or a conflict. Most grievances can be resolved informally but on occasion more formal procedures may need to be followed.

PARENTS WITH GRIEVANCES

ABOUT OTHER STUDENTS

Maintain appropriate communication and behaviour

Keep calm and use appropriate language

Make an appointment:

If a parent has an issue with a student in the school it must be taken to a classroom teacher

Parents must not approach other people's children

Allow a reasonable time frame for the issue to be addressed by the classroom teacher.

The classroom teacher may seek assistance from the Principal or other members of the Leadership team.

If there is still no resolution

Parents should contact the Principal who will arrange a meeting between the necessary parties and pursue an appropriate course of action.

If the issue remains unresolved

The Principal may arrange a time to discuss the issue with the Parish Priest or involve a Regional Consultation from Catholic Education Melbourne

At no time should any parent approach another parent or child with a grievance. All grievances should be directed to the teacher and/or the Principal

A grievance can be defined as a complaint, a protest, an objection, an issue, a concern or a conflict. Most grievances can be resolved informally but on occasion more formal procedures may need to be followed.

PARENTS WITH GRIEVANCES

ABOUT OTHER PARENTS

Maintain appropriate communication and behaviour
Keep calm and use appropriate language.

Determine if it is a school issue
If there is an issue between parents that **does not concern a child from the school or is not school related**, then parents must deal with it in a calm and rational manner and not involve staff.

Make an appointment
If a parent has an issue with another parent **concerning a child or school-related problem** they must take it to the Principal or Deputy Principal.

Allow a reasonable time frame for the issue to be addressed

If the issue remains unresolved
The Principal may arrange a time to discuss the issue with the Parish Priest.

If the issue continues to remain unresolved
Contact may be made with the Regional office of Catholic Education Melbourne

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PARENTS WITH GRIEVANCES

ABOUT SCHOOL POLICY

Address grievance in writing to the Principal
Anonymous complaints will not be addressed.

The Principal may choose to call or arrange an appointment to discuss the issue further

The School Advisory Board may be consulted at the Principal's discretion

For further clarification on issues, grievances can be expressed in writing directly to the School Advisory Board to be tabled at the next meeting.

The School Advisory Board will respond in writing

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