

DIOCESAN POLICY

The Diocesan policy, **Grievance procedures for parents and students**, exists to help clarify the process by which grievances should be addressed.

As the policy states, if the concern you have has not been dealt with at the level it has arisen, a grievance may exist.

For further information, all Diocesan policies are available from our Diocesan Catholic Education Office website
<http://www.rok.catholic.edu.au/>.

Concluding Thoughts.....

At times, a situation may arise where parents or students have a concern or a complaint where their or their child's needs have not been adequately met or addressed.

Relationships are very important in any community but in Catholic schools, quality relationships between all stakeholders is paramount. At the centre of any quality relationship is trust. Children must feel that the school and home is united in expectations and desired outcomes. A child cannot ever sense that there is distrust between the two most important elements of their lives—home and school.

When addressing a grievance the integrity and respect of all individuals must be upheld, the discussion should be calm and collaborative, and the response pastoral and in line with school and diocesan policy and procedures. Grievances or problems are not suitably handled via “car park gossip” or through negative and highly emotive conversations.

Corner of Bridge Rd & Mackenzie St
WEST MACKAY PO BOX 5495, 4741
Phone: 49 511 861
E-mail: sfxm@rok.catholic.edu.au
www.sfxmrok.catholic.edu.au



GRIEVANCE

When a parent/guardian is displeased with a particular action from a staff member or the school

The procedure for expressing a grievance is outlined in the Parent Handbook, which is available on our School Website.

Classrooms are very busy places, particularly before and after school. These times can prove difficult to address minor issues of concern.

If a parent has a minor issue of concern it is important to discuss this with his/her child's classroom teacher.

Parents/guardians are able to bring these matters to the teacher's attention via a written note/letter or by making a suitable time for both parties to meet. These concerns can then be followed up by the classroom teacher.

Parents/guardians can make an appointment to meet with the Principal by contacting the Administration Secretary.

WHAT WE DO

Procedure for expressing a grievance

Step 1

All issues of concern are to be addressed firstly to the relevant teacher. Contact may be made with the teacher via the school office or through a written note outlining the concern. The parents/guardians then make a mutually agreeable time to meet with the teacher with whom the grievance has occurred.

Issues are raised and discussed with the facts and context of the issue established. The aim of the process is to begin with resolution for all parties in mind.

Step 2

At the meeting (Step 1) a follow up appointment may be considered necessary and this date/time is set at the first meeting.

At the second meeting, the issues raised are discussed in more detail with the teacher and the parents/guardians.

Step 3

If, at the meeting (Step 2), the issue was not resolved to the satisfaction of either party then the Principal/Leadership Team or other relevant personnel (e.g. Guidance Counsellor) will be invited to attend the follow up meeting and agreed action will be kept on file in the Principal's office.

Step 4

It is the strong preference of the school, for grievance resolution to be effected at school level. However, in the event that an issue remains unresolved after consultation with the school Principal/Leadership Team, at the request of either party, the matter can be referred to the Diocesan Catholic Education Office, Rockhampton. For assistance at this level, it would be necessary to speak to the Assistant Director: Schools Northern Region.

It is important that confidentiality be maintained at all times to ensure the dignity of each person (s) is preserved.