



# POLICY AND GUIDELINES

## Community Grievance

Developed 2012

### IDENTITY STATEMENT

**Embracing a compassionate and dynamic community, through strong Gospel Values, quality education and promoting respect for all.**

#### **Rationale:**

Our Lady's Primary School is committed to treating all members of the community with respect and fairness.

This policy establishes procedures to provide a process for the effective resolution of grievances and disputes between staff members, parents, students, and the leaders of the school. The processes are based on confidentiality, consultation, communication, cooperation, and negotiation.

Our Lady's Primary School supports the right of any member of the school community who believes our school policies are not being supported or enforced appropriately to have their grievance addressed promptly, fairly, without fear of repercussions and according to principles of procedural fairness.

In many cases issues can be best dealt with informally at the level they occur.

Related Policies:

- -Discrimination and Harassment.
- -Staff Grievances.
- -Student Management.
- -OH&S

#### **Relevant Vision Statements**

The values of the Gospel of Jesus Christ touch the personal life of the child, where he/she is able to experience people who manifest qualities of love, forgiveness, patience, compassion, tolerance and justice

A strong community is fostered where respect for ourselves, others, environment, heritage and Church is created and nurtured

Each individual is given the opportunity to develop to their full potential through quality teaching and learning experiences

**Embracing a compassionate and dynamic community through strong Gospel values, quality education and promoting respect for all**

## **Guidelines for implementation.**

### **Establishing a Climate of Collaboration.**

It is the responsibility of all members of the Our Lady's Primary School Community members to work toward establishing a climate that acknowledges that responding positively to critical feedback is a healthy way of contributing to the continued growth of Our Lady's Primary School. It is expected that all staff will demonstrate a commitment to ensuring that a culture of consultation and open dialogue is nurtured at every level, giving every member of the school community the opportunity to express satisfaction as well as dissatisfaction.

Complaints need to be addressed responsively, openly and in a timely manner to increase levels of satisfaction and to maintain harmonious relations in the wider community.

Staff should be encouraged to develop an expectation that any valid complaint should be responded to cooperatively and genuinely.

### **Students raising grievances:**

If a student has a concern :

Concerns about a fellow student can be raised by approaching their learning coordinator or an adult that they feel comfortable talking to.

Concerns about an adult at school can be raised with their teacher, principal or with their parents who can follow the process outlined in this policy.

If the issue is about the principal or their teacher then they can speak with a teacher or adult they feel comfortable with.

All issues are to be treated seriously.

Issues raised by a student must be responded to by the adult that issue was raised with.

Students can expect that they will be treated fairly after they have raised a grievance.

If it is a very serious grievance they can contact the police.

This process will be outlined to all students, by the teaching staff, on a regular basis.

### **Parents raising grievances :**

If a parent has a concern or complaint:

Step 1:

If the issue is connected with a teacher, contact the person concerned and arrange an appointment so that you can discuss the matter without distraction. If you can't speak directly to the teacher, phone the school office and the office staff will arrange for the staff member concerned, to contact you as soon as possible.

If you feel uncomfortable approaching the school, the Home School Officer or another support person familiar with school procedures, can support you to establish contact.

Step 2:

If you consider the issue you have raised with a teacher is not resolved, make an appointment with the Principal. Inform him/her about the subject you wish to discuss, as this will assist the problem-solving process.

Step 3:

Meet with the Principal. You may wish to arrange for another person to support you by attending the meeting with you.

Step 4:

If you are still dissatisfied with the outcome of the meeting, phone or write to the Principal again to air your concerns. (If we do not receive further information, we will assume that the issue is resolved) or consult with the parish priest to seek guidance.

Step 5:

Contact the Educational Consultant for the North Eastern Deanery of the Catholic Education Office in the Diocese of Sandhurst if the above steps do not lead to a satisfactory outcome and

you wish to pursue the matter further.

### **IMPORTANT POINTS.**

If you believe the issue to be of a very serious nature, it may be best to take the problem straight to the Principal. To achieve a successful or positive solution to the problem it is important throughout this process to maintain **confidentiality**? Particularly if the issue concerns the performance of a staff member or there are sensitive issues regarding other students and their families. Complaints about the Principal must be directed to and dealt with by the Parish Priest of the Combined Parishes of Wangaratta or the Educational Consultant for the North Eastern Deanery of the Catholic Education Office in the Diocese of Sandhurst. Sometimes privacy provisions may restrict the amount of information which can be shared with you. Throughout this process, it is important for children that the school and the family work together. Please support the maintenance of positive relationships between students and teachers by being sensitive about what you say in front of the students.

### **Staff raising grievances:**

In accordance with CECV guidelines staff grievances are managed according to steps outlined in the Our Lady's Primary School staff grievances policy.

### **Annual implementation plan.**

Each year students will be reminded of their right to raise issues if they feel they are being treated in way that makes them feel unhappy and unsafe.

The process for raising issues for parents will be published in the school news letter at least once each year.

Staff members will review the policy for employee complaints and grievance policy annually. The grievance policy will be part of the induction process for all new staff members.

### **Evaluation.**

This policy will be reviewed by the pastoral care staff team as part of the cyclical review program.

Policy developed 2012.

# Grievances Flow Chart.

Step 1:

Initial Contact

**Classroom Teacher**

If the issue is connected with a teacher, contact the person concerned and arrange an appointment so that you can discuss the matter without distraction.

If not resolved contact

**PRINCIPAL**



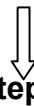
Step 2:

If you consider the issue you have raised with a teacher is not resolved, make an appointment with the Principal.

Meet with the Principal. You may wish to arrange for another person to support you by attending the meeting with you.

If not resolved contact

**PARISH PRIEST**

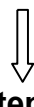


Step 3:

If you are still dissatisfied with the outcome of the meeting, phone or write to the Principal again to air your concerns then contact the parish priest to seek guidance.

If not resolved contact

**EDUCATIONAL CONSULTANT**



Step 4:

Contact the Educational Consultant for the North Eastern Deanery of the Catholic Education Office in the Diocese of Sandhurst if the above steps do not lead to a satisfactory outcome.

**Draft**

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