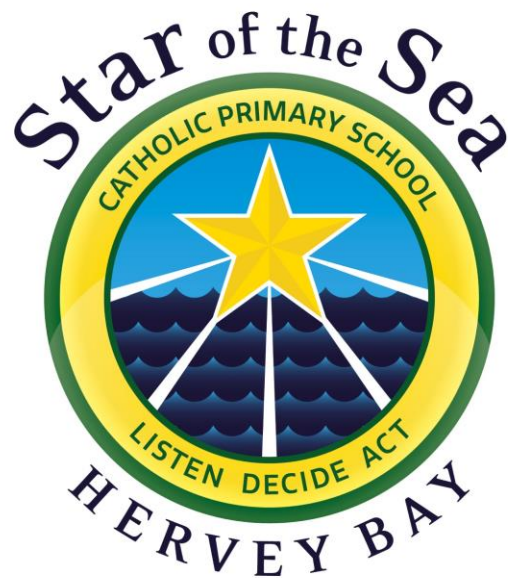


Star of the Sea Catholic Primary School



Grievance Policy

Rationale

Star of the Sea Catholic Primary School has a responsibility to ensure high standards of conduct are maintained by staff, students and parents at all times, and that grievances are managed and resolved fairly, efficiently, promptly and in accordance with relative legislation and Brisbane Catholic Education guidelines.

Star of the Sea Catholic Primary School recognises the rights of students, parents and employees to register a grievance about a decision, behaviour or act that they feel is unfair, discriminatory or unjustified. Such grievances must be characterised by fairness, mutual trust, honesty, respect and reconciliation.

This policy is not intended to replace existing policies within Brisbane Catholic Education (i.e. Student Protection, Code of Conduct), but rather provide clear procedures for dealing with student, parent or staff grievances.

This policy does not apply to complaints alleging criminal or unlawful behaviour, which shall be referred to the appropriate authorities.

Principles for Dealing with Conflict Resolution

- Maintain respect and confidentiality at all times.
- Deal with the problem in a rational, non-emotive way as soon as possible.
- Be clear about what the issue is and decide whether you have a concern, enquiry or complaint.
- Separate the problem / issue from the person.
- Identify and communicate your feelings in a non-threatening way.
- Listen to other points of view and be open-minded.
- Be prepared to negotiate and compromise.
- Be forgiving should there be admission or fault.
- Be willing to reconcile.
- Seek mediation if the issue is not resolved amicably.
- Be willing to be accountable for your actions.

Information for Parents

STAGE ONE:

- Make an appointment to meet with the relevant teacher. The best way to do this is to contact the office and leave your contact details for the teacher to call you back. **(Teachers will not be called during class time)**. Alternatively, you may contact the teacher via their Brisbane Catholic Education email address.
- Ensure you provide details to the teacher on what your discussion will be about prior to the meeting time.
- Stay calm when discussing your problem. Even if you do not feel it, staying calm will assist you in expressing your concern more clearly than if you are upset or angry.
- Allow 5 school days for the issue to be addressed and for the teacher to contact you with the outcome.
- If, after your initial contact / reasonable time, you feel the problem has not been resolved you may make arrangements to meet with the Principal (STAGE TWO)
- If your initial complaint is about a teacher you may make arrangements to meet the Principal (STAGE TWO)

***** The response to a grievance will depend on the nature of grievance, time initial contact was made and the period needed for possible investigation / intervention i.e. behaviour plan implementation, participation in Friendship Group Program***

STAGE TWO:

- Make an appointment to meet with the Principal. The best way to do this is to contact the office and ask to speak to the Principal. Alternatively, you may contact the Principal via their Brisbane Catholic Education email address.
- Ensure you provide details to the Principal on what your discussion will be about prior to the meeting time.
- Ensure you have your concern clearly written / documented and give this to the Principal.
- Allow 5 school days for the issue to be addressed and for the Principal to contact you with the outcome.
- If the issue is about another member of staff, a right of reply will be offered to that staff member.
- Where appropriate, a mediation process between the parties may be offered.
- If, after your meeting / reasonable time, you feel the problem has not been resolved you may contact Brisbane Catholic Education (STAGE THREE)
- If your initial complaint is about the Principal you may contact Brisbane Catholic Education (STAGE THREE)

STAGE THREE:

- Contact Brisbane Catholic Education
- Ensure you have your concern clearly written / documented and be prepared to present this to Brisbane Catholic Education.
- Allow a reasonable time for the issue to be addressed.

Information for Staff

Our school has a responsibility to ensure that high standards of conduct are maintained at all times, and that grievances are managed and resolved fairly, efficiently, promptly and in accordance with relative legislation and Brisbane Catholic Education guidelines.

STAGE ONE:

- Arrange a suitable time to meet and discuss the concern with the person. You may wish to nominate a support person to act as a mediator during this process i.e. Principal, APRE.
- Allow reasonable time for the issue to be addressed.
- Inform the Principal if there has been no resolution to the grievance.
- If you have a complaint about a teacher you may make arrangements to meet the Principal (STAGE TWO)
- ***** The response to a grievance will depend on the nature of grievance, time initial contact was made and the period needed for possible investigation / intervention i.e. behaviour plan implementation, participation in Friendship Group Program***

STAGE TWO:

- Put your concerns in writing and hand it to the Principal.
- If deemed appropriate, the Principal may arrange a mutual time to discuss the issue with both parties.
- Allow reasonable time for the issue to be addressed.
- If you have a complaint about the Principal you may contact Brisbane Catholic Education (STAGE THREE)

STAGE THREE:

- Contact Brisbane Catholic Education
- Ensure you have your concern clearly written / documented and be prepared to present this to Brisbane Catholic Education.
- Allow a reasonable time for the issue to be addressed.

Information for Students

Every child has the right to feel safe and supported here at Star of the Sea Primary School. Should a student feel that this right has been breached, it is important that they follow the steps below.

- Talk to a teacher about the problem.
- Maintain respect and confidentiality.
- Talk to your parents about your concerns.
- Allow time for the teacher to investigate the issue.

