



St Joseph's School, Clare

Grievance Policy & Procedures

Context Statement

St Joseph's School Clare is committed to providing a safe and supportive working and learning environment for all members of the school community. To achieve this the school fosters trusting and cooperative relationships where regular, open and constructive communication between staff, students and parents is encouraged.

The school acknowledges that misunderstandings and differences of opinion may arise from time to time and that these need to be resolved in a timely and satisfactory manner for all parties. To this end St Joseph's School has developed a procedure for resolving parent or student complaints and grievance in a respectful and dignified manner.

Underlying Assumptions, Philosophy & Rationale

- St Joseph's School, guided by our founder St Mary of the Cross Mackillop and informed by the teachings of the gospels, strives to achieve justice and peace for all and build a community where each member feels safe and included
- St Joseph's School Clare has a responsibility to ensure high standards of conduct are maintained by staff, students and parents at all times
- St Joseph's School Clare recognises the rights of students, parents and staff 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, respect and reconciliation
- This policy is not intended to replace existing policies within Catholic Education South Australia (CESA) to cover certain types of complaints that may occur in schools (e.g. Student Protection, Code of Conduct), but rather, to provide direction in how to deal with student, staff or parent grievances
- This grievance Policy does not apply to complaints alleging criminal or unlawful behaviour which shall be referred to the appropriate authorities

Purposes / Aims

Through application of this policy St Joseph's School aims to:

- Establish clear guidelines for responding to, and resolving concerns raised by parents students or staff
- Resolve all complaints promptly and in a non-judgemental manner where parents, students and staff are treated fairly and given ample opportunity to present their views
- Provide a formal and transparent process for resolving complaints which is communicated to all members of the school community

Guiding Principles

- A resolution to a grievance from a student, staff member or parent should be initially through informal discussions with the appropriate person in order to come to a mutually acceptable resolution
- It is important that grievances are kept confidential and a time of reflection takes place before moving towards a formal Grievance Procedure
- If this informal process is unsuccessful, a formal Grievance Procedure should be followed
- The Principal, Leadership Team & Staff will support, promote and review the Grievance Policy & Procedure and ensure that the policy is regularly reviewed and communicated to the School Community

Students with a grievance:

- Talk to the person about the problem. Discuss the question or concern directly with the person involved, stating the problem clearly and objectively. Seek to resolve it in a way that respects the needs of those involved.
- If you feel uncomfortable, speak to someone, 'who you feel comfortable with'. Talk to a teacher or Educational Support Officer or your parents about the problem at an appropriate time.
- Allow a reasonable time frame for the issue to be addressed.
- If issue is unresolved, speak to your parent(s)/caregivers.
- If the grievance is not addressed arrange a time to speak with the Principal, Assistant Principal or Student Wellbeing Officer
- Documentation of the grievance and response to be maintained where relevant

Parents with a grievance:

For issues related to classrooms:

- Talk to the teacher about the problem. Discuss the question or concern directly with the person involved, stating the problem clearly and objectively. Seek to resolve it in a way that respects the needs of those involved.
- Allow a reasonable time frame for the issue to be addressed.
- If the grievance is not addressed, arrange a time to speak with the Principal or Assistant Principal
- If you are still unhappy, please arrange a time to discuss the issue with the school's SQPL who is available through the Catholic Education Office
- Documentation of the grievance and response to be maintained where relevant

For Issues related to school policy:

- Arrange a meeting time with the Principal to discuss your concern.
- Allow a reasonable time frame for the issue to be addressed.
- Make further effort to meet with school leaders
- If you are still unhappy, arrange a time to resolve the issue with the SQPL

- Documentation of the grievance and response to be maintained where relevant

Updated: May 2021

Review: February 2023



ST JOSEPH'S SCHOOL, CLARE – PARENT GRIEVANCE PROCEDURE

In a school community issues of conflict or concern can arise. The School Board believes we need to communicate clearly to ensure that issues or concerns are resolved in respectful and appropriate ways. It is important that grievances are kept confidential and that a time of reflection takes place before moving towards the Grievance Procedure. Criticism of the school or the teacher does not support your child's education as it undermines the trust between students and the teachers.

I have an issue about ...

A School Policy

1. Make an appointment with a member of leadership to discuss your policy concerns.



2. Express your concern in writing to the School Board.



3. If the problem cannot be resolved, seek guidance from Catholic Education South Australia (CESA).

A Staff Member

1. Make a time to meet with the person concerned.



2. Discuss your concern in a calm and fair manner.



3. Listen to the staff member's response. Together decide the action to be taken by both parties.



4. Agree upon a time to review the decision made.



5. If the problem is not resolved, make an appointment to see the Principal.

A Student

1. Express your concern to a teacher. ***Under no circumstances should a parent directly approach a student with an issue***



2. The teacher will address the concern through the school behaviour development processes and will report the issue to leadership. You will be advised of the outcome by the Principal or APRIM.



3. Where necessary, the parents of the child you have the complaint about will be informed of the issue and the appropriate consequence.

Leadership

1. Express your concern to the person.



2. Discuss your concern in a calm and fair manner.



3. Listen to the staff member's response. Together decide the action to be taken by both parties.



4. Agree upon a time to review the decision made.



5. If the problem is not resolved, seek guidance from Catholic Education SA (CESA)

Another Parent

1. Take time to reflect on the concern.



2. Raise your concerns with the class teacher and/or leadership if it affects the learning or safety of students.



3. If warranted, Leadership will mediate the dispute or suggest outside agencies to guide you.

BULLYING AND HARASSMENT PROCEDURES

If someone makes you regularly feel unhappy, unsafe or upset YOU SHOULD...



1. Tell the person to **STOP**

IF IT DOES NOT STOP

2. Ask a friend, teacher or your family for help

3. Get your friend or teacher to go with you to tell the person to stop

IF IT DOES NOT STOP

4. Get help from the same person or a different person

It is **YOUR** responsibility to **STOP** if someone tells you you're harassing them



DON'T GIVE UP!

Support Documents

- CESA Complaint Response & Resolution Procedure
- CESA Complaint Response & Resolution Information

Due for Review

February 2021