

S T L I B O R I U S P R I M A R Y S C H O O L

GRIEVANCE POLICY

AD MAJOREM DEI GLORIAM

**Rationale**Positive, clear and effective processes for resolving grievances between the school and community members assists in the building of strong relationships, dispels anxiety, and ultimately provides students with an enhanced learning environment.

Our school has both a desire and a responsibility to ensure that high standards of conduct are maintained by staff, parents and students at all times, and that complaints are managed and resolved fairly, efficiently, promptly and in accordance with relative legislation.

**Vision**

We believe in the value of each person being a gift from God to be respected and celebrated.

We believe our school creates a sense of **hope** by being a positive and child safe place where children are happy and secure in their learning and development.

**Basic Beliefs**

At St Liborius, we are committed to providing processes and support systems to resolve issues and concerns concerning children, parents and staff that ensure positive outcomes in a respectful and caring manner.

**Practice**

**(Part 1-Grievance)**

Our school prides itself on clear, consultative and open communication.

* We accept our responsibility to consult, and to communicate both clearly and effectively with the community.
* New and existing community members have an obligation to read notices and newsletters, to attend briefings, and to seek clarification when required.
* There may, however, still be times when members of the community disagree or are confused about the things that we are doing.
* It is essential that the established process as outlined below is followed to resolve grievances:

1) Try to establish the facts as clearly as possible and be wary of third hand information.

2) If the matter involves your child or an issue of everyday class operation:

-make an appointment to see the classroom teacher, detailing the reasons for the appointment, by ringing the school or in person at the school office. Other staff who may need to be involved will also be followed up. Other support services will also be provided (ie School support officer) where required.

-If this process does not resolve concerns, the grievance should be put in writing and discussed with the principal.

3) An appointment should be made with the principal to discuss issues involving school policy, operations beyond your child’s classroom, and concerns about staff, or grievances that are probably not easily resolved.

4) All grievances are to be kept confidential.

5) Community members may be accompanied by another person, in a support role, at appointments to resolve grievances.

(**Part 2-Complaints**)

* It is the Principal’s responsibility to provide a healthy and positive school environment that is free from discrimination and harassment. In doing so, Principals must ensure that all staff are aware of their rights and responsibilities.
* The Principal is required to use local complaints resolution procedures, where appropriate, for resolving complaints in relation to issues that fall within the schools area of responsibility. All cases of serious misconduct – sexual offences, criminal charges, or other serious incidents contact the CEO.
* All matters must be treated with utmost confidentially, and professional respect at all times.

**Evaluation**

This policy is to be reviewed every 3 years or when required

**Reviewed March 2020**