

Policy R/C301

Grievance Policy

Preamble

If a parent or student has a complaint or concern that has not been satisfactorily resolved at the level at which it has arisen, a grievance may exist. Grievances should be resolved in an amicable and just manner within an atmosphere of respect and Christian values.

Rationale

Procedures for resolving grievances need to safeguard the rights and to acknowledge the responsibilities of all parties.

Values

As Christian communities it is important that grievances are addressed in an atmosphere of mutual respect, confidentiality and compassion, so that equitable resolutions can be reached. The virtues of justice, fairness, integrity, understanding, tolerance and honesty will be upheld in all situations.

Policy

Procedures will be put in place so that grievances can be resolved in accordance with the goals and values expressed in the St Mary's Mission Statement.

Implementation Issues

If a parent or student has a grievance, a resolution may be sought through an informal discussion with the appropriate staff member or the Principal.

- Fair and equitable procedures are in place to deal with any grievances that may arise at St Mary's.
- The "**Grievance Procedures**" are outlined in the St Mary's School prospectus and are regularly published in the school newsletter.
- The procedure includes:
 1. In matters pertaining to your child in class, the first point of contact is the child's teacher.
 2. If an agreement cannot be reached, the next step is to contact a member of the school administration team.
 3. If there is no concurrence, the next step is to see the Principal.
 4. For matters of an administrative nature, then contact should be made with the Office Administrator.
- Complaints of sexual, physical and psychological abuse must be referred to the Director of Catholic Education for police action.
- Confidentiality is of the utmost importance.

Reflection Material

Diocesan Education Council Policy "*Grievance Procedures for Parents and Students,*" 2010
St Mary's School Prospectus
Anti-Discrimination Principles for Grievance
Grievance Policy and Procedures (Centacare Staff Manual)
"*Grievance Procedures*" from QIEU Manual
Rockhampton Catholic Education Diocese Enterprise Bargaining Agreement Certified Agreement 1997
Diocesan Catholic Education Employing Authorities in Queensland Certified Agreement 2003