STAFF, PARENTAL OR GUARDIAN GRIEVANCE POLICY 2014

Date issued: March 2014
Date to be reviewed: 2015

RATIONALE:
Occasionally there is a need for parents and/or guardians to raise concerns about practice or policy in schools. These concerns are generally addressed to all parties satisfaction at the local level through informal means. (Scenario A).

Where this is not the case and a more formal structure is needed, then the following procedures will be followed. (Scenario B). In either case these procedures aim to:

- Expeditiously resolve the complaint, whilst ensuring that parents and students are not victimised and that the rights of teachers are not prejudiced

The objective of this policy is to resolve complaints as quickly and fairly as possible.

If the complaint relates to Child Sexual Assault or Abuse, Principals should follow the procedures for the mandatory notification to the Department of Community Services.

PROCEDURES: SCENARIO “A”

Complaints about school matters should be made to the Principal.

Upon receipt of a written complaint or a transcribed oral one, the principal or other appropriate person is to;

- Discuss the issue with the person who is the subject of the complaint
- Provide a copy of the written complaint to the staff member who is the subject of the complaint (if appropriate)
- Clarify the issues of complaint
- Investigate options for resolution
- Discuss options for resolutions with all parties
- Decide on the option deemed to be the most appropriate
To be effective, schools should deal with complaints sensitively, promptly and confidentially. Matters need to be resolved as soon as possible and in a way which treats all parties with dignity and respect. It is important to note that anonymous complaints are not accepted or acted upon.

If a satisfactory outcome is not achieved further conciliation may take place in an effort to resolve any outstanding issues.

On rare occasions where resolution is unlikely a decision needs to be made with the best learning outcome for students as paramount.

This is ultimately a school, parish decision.

**PROCEDURES SCENARIO “B”**

*To be implemented when matters are not satisfactorily resolved at local level.*

*In the case of a formal complaint against the Principal, the complainant should contact the Diocesan Director of Schools.*

Should this occur the director or his appointee will implement the following steps.

- **Notify** Parish Priest of complaint.
- **Clarify** that the complainant has made contact with the school. That the “complaint” has been aired and a reasonable hearing obtained.
- **Review/Reassess** what is the current source of dissatisfaction eg. What is left unresolved? Request this be presented in writing or document an oral complaint if appropriate.
- **Consult** with all parties in an endeavour to resolve the issues.
- **Provide** feedback to all parties regarding the resolution of the complaint.

To gain resolution of a complaint, it may help to keep the following points in mind:

- The focus of effective complaint resolution is conciliation
- Conciliation may be achieved by facilitating a meeting or meetings between the relevant parties or by discussing the issue with the parties separately
- Any other person who is able to assist should be consulted.
- Content of the attached article. (Attachment 1).

Typically the outcomes of successful conciliation may be that:

- The parties resolve their differences; or
- The complaint is withdrawn; or
- A reasonable compromise is agreed upon.
ATTACHMENT 1

SCENARIO “A”

Complaint

Principal

Parish Priest

Feedback to all = resolution

SCENARIO “B”

Complaint

Principal

Person Concerned

Complainant

Unresolved

C.S.O. - Parish Priest

Principal - Complainant

Discuss Resolution

- The parties resolve their differences
- The complaint is withdrawn
- A reasonable compromise is agreed upon

Feed back to all parties – acceptable resolution

Unacceptable resolution

School Parish, DEB ultimate decision
PARENTAL OR GUARDIAN COMPLAINT PROCEDURES

POLICY STATEMENT
The spirit of this policy is one of equity and justice.

It is based on the belief that home and school form a partnership for the mutual benefit of children. It acknowledges that best procedures are those which involve the home, the school and the student in positive interaction.

RATIONALE:
Occasionally there is a need for parent and/or guardians to raise concerns about practice or policy in schools. These concerns are generally addressed to all parties satisfaction at the local level through informal means.
This procedure aims to:

- Expeditiously resolve the complaint, whilst ensuring that parents and students are not victimised and that the rights of teachers are not prejudiced

The objective of this policy is to resolve complaints as quickly as possible.

If the complaint relates to Child Sexual Assault or Abuse, Principals should follow the procedures for the mandatory notification to the Department of Community Services.

PROCEDURES

- In the first instance any classroom complaint should be made to the class teacher. A transcribed oral account should be recorded.
- Other complaints are to be made to the Principal

Upon receipt of a written complaint or a transcribed oral one, the Principal or other appropriate person is to:

- Discuss the issue with the person who is the subject of the complaint
- Provide a copy of the written complaint or transcribed oral one to the staff member who is the subject of the complaint
- Clarify the issues of complaint
- Investigate options for resolution
- Decide on the option deemed to be the most appropriate
- Implement decision and feedback to all concerned

To be effective, schools should deal with complaints sensitively, promptly and confidentially. Matters need be resolved as soon as possible and in a way which treats all parties with dignity and respect. *It is important to note that anonymous complaints are not accepted or acted upon.*

If a satisfactory outcome is not achieved further conciliation may take place in an effort to resolve any outstanding issues. This could take place in a round table conference.

On rare occasions where resolutions are unlikely a decision needs to be made with the best learning outcome for students as paramount.

This is ultimately a school parish decision.