



St Anne's Grievance Policy

The social, emotional, moral, spiritual and physical wellbeing of our students is pivotal to their success at school and in their future lives. Students' ability to positively resolve conflict and grievances/concerns is an important part of their positive social and emotional health.

As with the students, we acknowledge that the adults of the school community can sometimes also feel aggrieved. Positive, clear and effective processes for resolving grievances/concerns between the school and community members assists in the building of strong relationships, dispels anxiety, and ultimately provides students with an enhanced learning environment.

Key elements of our grievance/concerns handling procedure:-

Impartiality: If you make a complaint, it will be investigated in a fair and impartial manner. No judgments or assumptions will be made, and no action will be taken until the investigation is complete. If a complaint is made against you, your rights will be protected and you will be given an opportunity to tell your side of the story.

Confidentiality: You can feel secure that if you do make a complaint under this policy, it will remain confidential. The only people who will have access to information about the complaint will be the person making the complaint and the person investigating.

No victimisation: You can also rest assured that if you make a complaint you will not suffer in any way as a consequence. The school authorities will ensure that a person who makes a complaint is not victimised in any way.

Timelines: Each complaint will be finalised within as short a period as possible. All complaints should be finalised within one month.

- It is important that all complaints, ensuing procedures and outcomes are fully documented.
- The Principal may choose to respond to a complaint through an informal process in cases where the complaint is minor, the complainant wishes the matter to be dealt with informally or the complaint has arisen from lack of or unclear communication.
- Formal processes will be used when informal processes have not been successful, a complainant seeks a formal process, or the Principal believes the complaint warrants formal investigation.
- Parents may be accompanied by a support person at appointments arranged to resolve grievances/concerns.
- The Principal and Deputy will not act upon anonymous complaints.
- The Principal will seek the support of the Melbourne Archdiocese Catholic Schools Pastoral Team if grievances are not resolved.
- Full details regarding formal complaint resolution procedures are available from Melbourne Archdiocese Catholic Schools.

Parents with Grievances

ABOUT THE CLASSROOM

Maintain appropriate communication and behaviour.

Keep calm and use appropriate language.

Make an appointment:

Talk to the teacher about the issue.

If you are not comfortable speaking about the issue with the classroom teacher, make an appointment to speak to the Principal.

Discuss the issue clearly and objectively.

Seek to resolve the issue in a way that respects the needs of those involved.

Allow a reasonable time frame for the issue to be addressed.

If the issue remains unresolved:

The parent should contact the Principal who will arrange a meeting between the parent, classroom teacher and any other relevant staff

All parties should strive to maintain a positive working relationship beyond the meeting.

*A grievance can be defined as a complaint, a protest, an objection, an issue, a concern or a conflict.
Most grievances can be resolved informally but on occasion more formal procedures may need to be followed.*

Parents with Grievances ABOUT OTHER STUDENTS

Maintain appropriate communication and behaviour.
Keep calm and use appropriate language.

Make an appointment

If a parent has an issue with a student in the school it must be taken to the classroom teacher

Parents must not approach other people's children or their parents

Allow a reasonable time frame for the issue to be addressed by the classroom teacher.

The classroom teacher may seek assistance from the Principal or other members of the Leadership Team.

If there is still no resolution:

Parents should contact the Principal who will arrange a meeting between the necessary parties and pursue an appropriate course of action.

If the issue remains unresolved:

The Principal may arrange a time to discuss the issue with the Parish Priest or involve a Consultant from Melbourne Archdiocese Catholic Schools.

At no time should any parent approach another parent or child with a grievance. All grievances should be directed to the teacher and/or the Principal or members of the School Leadership Team

Parents with Grievances

ABOUT SCHOOL POLICY

Address grievance in writing to the Principal.
Anonymous complaints will not be addressed.

The Principal may choose to call or arrange an appointment to discuss the issue further.

The School Advisory Council may be consulted at the Principal's discretion.

For further clarification on issues, grievances can be expressed in writing directly to the School Advisory Council to be tabled at the next meeting.

The School Advisory Council will respond in writing.

Parents with Grievances

ABOUT OTHER PARENTS

Maintain appropriate communication and behaviour.
Keep calm and use appropriate language.

Determine if it is a school issue:

If there is an issue between parents that **does not concern a child from the school or is not school related**, then parents must deal with it in a calm and rational manner and not involve staff.

Make an appointment

If a parent has an issue with another parent **concerning a child or school-related problem** they must take it to the Principal or Deputy Principal

Allow a reasonable time frame for the issue to be addressed

If the issue remains unresolved:

The Principal may arrange a time to discuss the issue with staff from Melbourne Archdiocese Catholic Schools

If the issue continues to remain unresolved:

Staff from Melbourne Archdiocese Catholic Schools may become directly involved