



St John the Apostle

CATHOLIC PRIMARY SCHOOL, TARNEIT WEST

**GRIEVANCES AND
COMPLAINTS
MANAGEMENT
POLICY**

2018

**ST JOHN THE APOSTLE
CATHOLIC PRIMARY
SCHOOL**

54 – 76 Kingbird Ave, Tarneit
West

Principal
Mr. Simon Dundon

Rationale

St John the Apostle Primary School is committed to providing a safe environment for all members of our community. However, at times, individuals may have a complaint about decisions, behaviours, actions or omissions.

The purpose of this document is to provide a procedure by which members of the community can have such complaints addressed in an appropriate and timely manner.

Key Elements of the Complaints Handling Procedure

Impartiality

If someone makes a complaint, it will be investigated in an impartial manner. No judgments or assumptions will be made, and no action will be taken until the investigation is complete.

Fair Hearing

If a complaint is made against you, your right to a fair hearing will be protected. All parties to the complaint will have an opportunity to be heard.

Confidentiality

If someone makes a complaint, it will remain confidential. The only people who will have access to information about the complaint will be the persons directly involved.

No Victimization

If someone makes a complaint they will not suffer in any way as a consequence. St John the Apostle Catholic Primary School authorities will ensure that a person who makes a complaint, or their family, will not be victimized in any way.

Timeliness

Each complaint will be dealt with promptly and will be finalised within as short a period of time as possible.

Evaluation

This policy will be reviewed to ensure it adheres to current Child Safety Standards, as part of the school's four-year review cycle.

GRIEVANCES

ABOUT THE CLASSROOM

Maintain appropriate communication and behavior.

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 Principal should be contacted to arrange a meeting between parent/carer, 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.

GRIEVANCES

ABOUT OTHER ADULTS

Maintain appropriate communication and behavior.

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 the Parish Priest.

If the issue continues to remain unresolved:

Contact may be made with the Regional Office of Catholic Education Melbourne.

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.

GRIEVANCES

ABOUT OTHER STUDENTS

Maintain appropriate communication and behavior.

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.

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 Regional Consultant from the Catholic Education Office.

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.

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.

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 Leadership Team may be consulted at the Principal's discretion.

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

The Leadership Team will respond in writing or, if further clarity is needed, will meet with the person communicating the grievance.

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.