Holy Name Primary School

Grievance Policy

Values
This policy is based on the gospel values: love and respect for all; forgiveness and reconciliation and restoration of just relationships.

Principles
As a school community we are committed to working together to meet the educational needs of our students. This occurs most effectively when staff, students and parents are working towards the same ends. This can only happen if there is trust, and open and effective communication between the people within the school community.

Staff members (including school leaders), students and parents who work well together, treat each other with respect and integrity, and act to resolve concerns and conflicts promptly and effectively enable this to happen. This promotes a productive and happy work environment as well as the social health of the school community.

This policy and procedures do not supersede other relevant policy such as Child Protection, Privacy Act, Workplace Bullying and Harassment etc.,

All community members can assist with resolution of the issue by:
Addressing the issue, rather than trying to ignore it;
Stating clearly and objectively, giving specific instances where appropriate
Seeking a solution that attempts to meet the needs of those concerned

When someone raises a concern we are committed to:
- listen to concerns with an open mind and seek to understand them
- maintain confidentiality
- treat each other decently
- investigate any relevant issues carefully
- resolving any problems in ways that respect individuals and attempt to meet the needs of all concerned as fairly as possible
- communicating clearly, sensitively and objectively
- establishing time lines for actions and review for any resolutions

Procedures: Timeframes
1. Initial circumstance: Immediate or as early as practical direct sharing of concerns by those involved with a view to early and mutual resolution.
2. Sustained concern remains: support provided by the most appropriate person at the lowest possible level within 7 days of initial concern.
3. Unresolved concerns or an inability to achieve reconciliation: within 7 days of step 2 Principal to be informed so that appropriate support is provided.
4. Where the issue is not able to be resolved at school level: referral to Catholic Education Office through the Senior Education Officer.

Procedures: Guidelines

<table>
<thead>
<tr>
<th>STUDENTS with a grievance should:</th>
<th>PARENTS/CAREGIVER with a grievance should:</th>
<th>STAFF (&amp; Volunteers) with a grievance should:</th>
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| 1. Talk to the person about the concern. Discuss the question or concern directly with the person involved, stating the problem clearly and objectively. Seek to resolve it in a way that respects the needs of those involved. | **Issues related to classrooms:**
   1. Talk to the teacher about the concern. Discuss the concern stating the problem clearly and objectively. Seek to resolve it in a way that respects the needs of those involved. | 1. Talk to the person about the concern. Discuss the concern directly with the person involved, stating the problem clearly and objectively. Seek to resolve it in a way that respects the needs of those involved. |
| 2. If you feel uncomfortable, speak to someone, who you feel comfortable with. Talk to a Teacher and/or your parents about the problem at an | 2. Allow a reasonable timeframe for the concern to be addressed. | 2. Allow a reasonable timeframe for the issue to be addressed. |
|                                                                                      | 3. If the concern is not addressed | 3. If the concern is not resolved speak |

Note: Updated October 2014

(To be reviewed in 2017)
Dispute Resolution – Parents/ Students/ Staff -allegation

**STEP 1 - Principal assesses allegation**

If the allegation is about student protection matter then the Principal follows the Toowoomba Catholic Education Office Student Protection process. If anonymous, the Principal assesses if an investigation is feasible. If an investigation is not feasible, close the matter. File papers securely in case of further development.

**STEP 2 – Investigation**

The investigator will;
- clarify complaint and put in writing if needed
- acknowledge the complaint within 5 working days, providing contact details
- identify the issues (may include interview of complainant)
- interview respondent(s)
- collect documentary evidence
- obtain witness statements
- re-interview as necessary
- prepare report including findings, conclusions and recommendations for further action.

**STEP 3 – Action**

The Principal will;
- consider recommendations and action as necessary
- notify complainant providing reasons for the decision reached, taking care to protect the privacy of the respondent
- Notify the respondent of the outcome.

Date of Issue  26/11/2019.  Date of Review

Dr Richard Landers  Mrs Kathy Bliss
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Chairperson Principal

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