

ST AGNES SCHOOL GRIEVANCE POLICY

Good relationships between home and school give children a better chance of success by fostering respect between people. From time to time parents may wish to share successes or have concerns about what happens at school.

At St Agnes we support the right of any member of the school to have their concerns addressed. It is important to keep all grievances and concerns confidential.

STUDENTS MANAGING A GRIEVANCE

As a student with a grievance I can choose if I:

- am able to safely solve the problem myself
- gain the help of another student
- make time to speak with a teacher
- tell an adult in my family
- arrange a time to speak with the person with whom I am having the concern
- let the person know what I consider to be unfair
- tell the teacher or speak to someone else if the problem is not addressed
- arrange a time to speak with the Principal or Assistant Principal if needed

PARENTS OR CAREGIVERS WITH A GRIEVANCE

To ensure your ideas or concerns are handled in an effective way, the following guidelines are recommended:

- Arrange a time to speak with the relevant teacher/s about the issue
 - *Please do not enter a classroom or the office about a major grievance without making an appointment*
 - *Please do not speak to a classroom teacher about an issue with the class students present*
 - *Please do not speak directly to another child*
- Let the teacher know what you consider to be the issue – it will always help the situation if you are calm and honest in your approach
- Allow a reasonable timeframe for the issue to be considered
- If the grievance is not resolved advise the teacher you are going to speak with the Assistant Principal or Principal
- Arrange a time to speak with the Assistant Principal or Principal
- If you feel that reasonable steps have not been taken to resolve the matter, please arrange a time to speak with our Educational Director on 8314 4146
- If you still feel the matter has not been resolved, please contact the DECD Parent Complaint Unit on 1800 677 435.

Parents or caregivers with a grievance about a school policy should:

- Express the concern in writing to the Governing Council
- Allow a reasonable timeframe for the issue to be addressed
- Speak to the Principal if an issue still exists
- Contact the Educational Director if the issue is not resolved

CONFIDENTIALITY

All confidential matters such as those about student, parent or staff relationships are to be raised directly with the school through the class teacher, the Assistant Principal or the Principal in a confidential manner.

When the matter is discussed in the child's hearing, it is important that he/she understands that you are sure the issue will be addressed confidentially at the school level. Criticism of the school or teacher does not support your child's learning and education as it undermines trust and confidence.

Similarly, staff are expected to keep concerns that are raised confidential and must not discuss the issue/s in front of students or other parents.

When dealing with a grievance at St Agnes School, parents and students can expect:

- Information about school policies and procedures
- Opportunities to express their points of view, opinions and concerns
- To be treated fairly and equitably
- Clear, respectful communication
- Confidentiality

The School expects:

- Support for school policies and procedures such as Behaviour, Dress Code, Attendance etc.
- Parents to treat staff with respect and listen to their point of view
- That concerns will be raised at school using the recommended procedures

* Please refer to the School Grievance Procedure Flow Chart for recommended procedures.

** Policy ratified by Governing Council in March 2017



‘Learning today, leading tomorrow’