



COMPLAINTS & GRIEVANCES POLICY

Updated: June 2012

At St Bernadette's School, Castle Hill, we value the dignity of the individual and respect the rights and beliefs of all members of the community. From time to time, issues may arise between different parties.

TYPE OF ISSUE:

OH&S, Duty of Care, Discrimination, Bullying, Harassment, Child Protection, Performance, Conduct, Educational, Schooling, Facilities, Equipment (neither an exhaustive nor complete list)

TYPE OF COMMUNICATION:

Question, Suggestion, Comment, Information Shared, Incident Report, Observation, Complaint, Grievance, Allegation

Procedures

PARENTS:

School personnel deal with issues pertaining to the classroom or which relate to other children. The recommended procedure for parents to follow is:

1. Contact the school office to make an appointment to meet with the child's class teacher.
2. If parents are not satisfied with the solutions offered or believe they have not been given a fair hearing, parents are encouraged to make an appointment with the Stage Coordinator, for further discussion.
3. If parents are not satisfied with the solutions offered or believe they have not been given a fair hearing, parents are encouraged to make an appointment with the Assistant Principal or Principal, for further discussion.
4. If the school's leadership team does not resolve the matter, parents are advised to contact the Catholic Education Office.

When meetings occur between parent and teacher or parent and principal regarding a concern or complaint, an agreed upon action plan is articulated and a follow up communication scheduled.

Parents need to bear in mind that there are usually two sides to every story and while it is important to listen to their children, it is equally important not to draw immediate conclusions or make hasty accusations until all the facts are known. It is inappropriate for parents to approach other parents or their children with the intention of resolving the issues.



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STUDENTS:

The recommended procedure to be followed is:

1. If and when issues arise in the classroom, students are encouraged to speak to their class teacher in order to seek assistance in resolving the issue.
2. Students encountering issues on the playground are encouraged to talk to the staff member on duty at the time of the incident **and** in the area where the incident occurred.
3. Students may raise the matter with their class teacher if they feel the matter is not adequately addressed or resolved.
4. Students have the right to speak with the Assistant Principal or Principal or any other staff member about issues, complaints or grievances they may have.

When meetings occur between student and teacher or student and principal regarding a concern or complaint, an agreed upon action plan is articulated and a follow up procedure put in place to monitor the situation.

Review Date: March 2013