



SCHOOL COMMUNITY
GRIEVANCE POLICY



Vision

Inspired by our Catholic Faith and Tradition, we are committed to growing together in Faith, Peace and Wisdom.

Belief

We believe that all human beings are hardwired to connect and that through engagement with others, personal needs are fulfilled.

Principles of our policy:

Everyone should be treated with respect.

Meetings to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner.

Commitment to Restorative Justice

The principles of Restorative Justice underpin St Francis Student Wellbeing processes and practices. Individual's dignity and wellbeing are paramount, respecting the desire and possibility for connection rather than disconnection.

The principles of Restorative Justice respect relationships and encourage personal accountability without 'shame and blame.'

We believe Restorative Practices are underpinned by a set of value which includes: Empowerment, Honesty, Respect, Engagement, Voluntarism, Healing, Restoration, Personal Accountability, Inclusiveness, Collaboration and Problem Solving.

In some situations, a Restorative Conference will be organised and may include the parent/teacher/or outside agency. All parties will abide by the Restorative Conference outcome.

Procedures

The following procedures are designed to assist in the resolution of parent and staff grievances.

When you make a time to speak with someone about a grievance, it is a good idea to inform them in advance of the issue so that they are better able to provide information at the time of your meeting.

If at any stage of these procedures you would like to have another person present, please arrange this when you negotiate your meeting time.

There are some grievances of a very serious nature, where a parent may need to approach the Principal, Deputy Principal or Assistant Principal directly, but most grievances in a school can be resolved before reaching that step.

Parents

Make a time to speak with the teacher or staff member involved.

- Discuss your grievance and attempt to resolve the issue.
- If you feel that the issue has not been satisfactorily resolved, inform the staff member that you will be speaking with someone else.

- Make an appointment to speak with a member of the school's leadership team.

The most appropriate person may be the APRIM/ Chaplain Deputy Principal or the Principal

- Discuss your grievance and attempt to resolve the issue.

- If you feel that your issue has not been satisfactorily resolved, inform the person you will be speaking with someone else.

Make an appointment to speak with the Principal.

- If you feel that the issue has still not been satisfactorily resolved, inform the Principal that you will be speaking with the Catholic Education Office.

- Make an appointment to speak with a representative of the Education Office
phone: 83016600

Staff

Arrange a time to speak to the person concerned.

- Allow reasonable time for the issue to be addressed.

- If the grievance is not resolved speak to:

- The APRIM/Chaplain or the Deputy Principal

- a nominated grievance contact

- WHS Representative harassment contact officer

- union representative

- Principal

Ask their support in addressing the grievance by:

- speaking to the person involved on your behalf

- monitoring the situation

- investigating your concern

- acting as a mediator.

If the issue is not resolved within a reasonable time

arrange a time to speak a representative of the Catholic Education Office.