

POLICY AREA	GRIEVANCE POLICY
REFLECTION MATERIAL	Diocesan Interim Policy & Procedure; Diocesan Guidelines for Grievance Procedures; Grievance Policy Procedures Centacare Staff Manual
VALUES SELF ESTEEM	JUSTICE; EQUITY; COMMUNITY; DUTY OF CARE; SAFETY; COMMITMENT; LEARNING; RESPECT;
RATIONALE	<p>St Joseph’s School acknowledges the importance of a process that facilitates the processing of grievances in an environment of respect and compassion, with the goal of achieving fair and equitable outcomes.</p> <p>If a parent, student or other person has a concern or complaint that involves St Joseph’s School in any way, a grievance may exist. A grievance will exist if a concern or complaint arises that cannot be dealt with or resolved to the satisfaction of the parties involved, at the level at which it arises. Usually a grievance would involve in some way a parent, teacher, student, curriculum, activity, amenity, or facility.</p> <p>Ideally a grievance should be resolved at the level at which it has arisen. It is recognised that this is not always possible; therefore a grievance procedure is necessary for the orderly progressing of grievances.</p> <p>It is NOT intended that this policy applies to:</p> <ul style="list-style-type: none"> <li>• complaints alleging criminal behaviour; such complaints are to be referred to the Director of Catholic Education for referral to the police or other appropriate authority.</li> <li>• grievances of St Joseph’s staff that relate to the employment relationship.</li> <li>• matters covered by specific policies that may exist at school or diocesan levels, (eg sexual harassment).</li> </ul> <p>These matters are dealt with under other mechanisms and should be referred to the Principal in the first instance.</p>
POLICY	At St Josephs there is a structured process for the orderly processing of grievances. This process recognises the rights and obligations of all parties involved.

CONSEQUENCES The policy will reflect the values of St Joseph's School.

The Principal is responsible for the implementation and appropriate communication of the grievance policy

The School Board is responsible for the monitoring and evaluation of the grievance procedures

## GRIEVANCE PROCEDURE

### 1. GRIEVANCE BY A PARENT OR STUDENT

- a) A grievance by a student, or parent or guardian of a student should initially be addressed with the student's teacher.

If the grievance

- cannot be satisfactorily resolved with the student's teacher, or
- involves the teacher, and it is not appropriate to address it at this level,

the grievance should be referred to the Principal.

- b) Where a grievance is referred to the Principal, and cannot be resolved at this level, the Principal may refer the grievance at his or her discretion to another appropriate level, such as:

- The P and F Committee
- The School Board
- An appropriate community service organisation or individual
- Assistant to the Director Schools
- The Director of Catholic Education or representative

- c) If the grievance involves the Principal and it is not appropriate to address it at this level, the grievance should be referred in writing directly to the Assistant to the Director Schools

### 2. GRIEVANCE BY OTHER PEOPLE (ie not by a parent or a student)

- a) If a person who is not a student, or who is not the parent or guardian of a student wishes to raise a grievance, the grievance should be referred in writing directly to the Principal.

- b) If the grievance involves the Principal and it is not appropriate to address it at this level, the grievance should be referred in writing directly to the Assistant to the Director Schools

## GENERAL PRINCIPLES

- Grievances should be set out in writing clearly stating the nature of the grievance and the remedy sought.
- Grievance meetings should be documented, recording those present at the meeting and the outcome of the meeting. It is important that grievances deal only with the facts, and that proper investigation should be carried out to clearly establish the facts.
- If the grievance is to be referred to the next level, that should be recorded in the notes of the meeting. Documented outcomes should be agreed by the parties as being an accurate record of the grievance meeting.
- All parties to a grievance should be afforded the opportunity to have a representative present at a grievance meeting
- All persons who are the subject of a complaint must have the opportunity to hear the nature of the complaint against them, and the opportunity to respond. All parties have a right to be treated with respect.
- Grievance matters should be treated with appropriate confidentiality, and a person must have the right to raise a grievance without fear of retribution.

GRIEVANCE PROCEDURE FLOWCHART

