



## Community Grievance Policy



### **Rationale:**

Positive, clear and effective processes for resolving grievances between the school and community members assist in the building of strong relationships, help to dispel uncertainty, and ultimately should provide students with an enhanced learning environment.

### **Aim:**

- To provide clear, positive and fair processes that allow grievances to be aired and resolved in a timely and effective manner.

### **Implementation:**

- St Gregory the Great School prides itself on clear, consultative and open communication.
- While we accept our responsibility to consult, and to communicate both clearly and effectively with the community, community members also have an obligation to read notices and newsletters, to attend briefings, and to seek clarification when required.
- There may, however, still be times when members of the community disagree or are unsure about the things that we are doing.

*It is essential that the established process, as outlined below is followed to resolve grievances.*

- Parents and teachers must establish the facts as clearly as possible and be wary of circumstantial hand information or gossip.
- If the matter involves a child or an issue of everyday class operation, the parent should make an appointment to see the class teacher, detailing the reasons for the appointment.
- An appointment should be made with the principal to discuss issues involving school policy, operations beyond the child's classroom, concern about staff, or grievances that are challenging.
- The principal will provide the concerned community member with a copy of this '*Community Grievances Policy*' unless the matter is easily and satisfactorily resolved.
- While 'in principle' support may be sought from the Parents & Friends Association or Parish Education Board, both groups acknowledge that they will not become a conduit for community complaints, will not become involved in confidential or personal issues, and will generally refer specific grievances about individuals to the principal or Parish Priest.
- All grievances are to be kept confidential and confined to the parties concerned.
- All formal discussions and processes involving grievances will be documented.
- The principal will exercise his/her judgement as to whether or not they will act upon anonymous complaints.
- The principal will provide community members with appropriate CEM contact names and numbers if grievances are not resolved.
- Parents are not to physically or verbally engage with other children about their behaviour.
- Parents are discouraged from contacting other parents about their child's behaviour. Concerns are to be communicated to school personnel for any issues that have happened during school time.



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## Evaluation:

- This policy will be reviewed as part of the school's four year review cycle.

Date of review	Term 4 2019
Developed by	St Gregory the Great Catholic Primary School Leadership Team and Staff
Date of next review	Term 4 2020