



St Andrew's Parish

CORPUS CHRISTI PRIMARY SCHOOL

29 RUSSELL STREET, WERRIBEE VIC. 3030

Grievance Policy and Procedure - School Community

Aims:

The resolution of conflicts between schools and their communities is vital to the wellbeing and success of students. The intention of this policy is to describe procedures for the effective and early resolution of disputes.

Rationale:

Good relationships within school communities give children greater opportunities to succeed. It is natural that parents and community members at one time or another will have concerns about what happens at school. To maintain good relationships, grievances or conflicts should be resolved so that all parties achieve satisfactory results.

The welfare of children in the school is paramount. Open criticism of any parties in a dispute does not support children's education. To this end, fair and open communication conducted within the procedures framework outlined here ensures that the rights and responsibilities of all parties are respected and consensus achieved.

These procedures are designed to assist with 'general concerns'.

Procedures:

First contact the school

- All personal matters, such as concerns regarding student, parent or staff relationships should be raised directly with the school.
- If the matter relates to an **individual student** and/or an **issue of everyday class operation**, the child's **teacher will be the first point of contact**. Teachers are usually available to discuss minor issues in the 15 minutes prior to the commencement of lessons and after school by appointment.
- If the matter cannot easily be satisfactorily resolved, it should be referred to the school principal.
- Where the issues relates to **school policy** or **matters beyond an individual classroom**, the **principal, deputy or acting principal** should be the first point of contact.
- Grievances should be kept as **confidential** as possible.
- Grievances expressed on Social Media or any other public forum against the school or staff member is not an acceptable nor beneficial form of expression of feelings or accounts nor are they confidential (see above) and therefore not accepted as a means of positive resolution.

- **Appointments** may be necessary, especially if the grievance is involved or staff are pre-occupied with other duties.

The following outlines refer to grievances which are not easily solved or are of a more serious nature.

- At a mutually agreed time, a meeting is organized with the principal, and if necessary, other relevant parties.

Each person

1. Listens
2. Identifies the facts
3. Lists the issues
4. Generates solution options
5. Acts and evaluates

- Any party to a dispute has the right to be accompanied by another person, in a support role, at any meetings convened to discuss a resolution of that dispute.
- Accurate records of all disputes and proceedings should be maintained and current copies held by all parties involved.
- Where disputes are referred to the Director or other offices or persons outside the school, the concerns should be documented and covered by a letter which confirms that each of the steps outlined in this set of procedures has been followed.

Time Frame

- It is the obligation of all parties to deal with a concern as promptly and amicably as possible. In most cases, a reasonable time for resolution might be one month. In some cases where external personnel or factors are involved, resolution might take longer.

All disputes are to be settled in a calm and reasonable manner, with a respect to people's dignity. Aggressive or threatening behaviour will not be tolerated. If a meeting degenerates it will be aborted. If suitable, another meeting may be arranged for a time when parties affected have gathered their composure.

Updated: 2015

Authorised by: Ms Linda Roynic, Principal

Review: 2019

Appendix

Grievance Policy and Procedure

