

# ST GABRIEL'S PARISH PRIMARY SCHOOL

## COMPLAINTS AND GRIEVANCES - PARENTS POLICY



### **Rationale:**

Positive, clear and effective processes for resolving grievances between the school and community members assists in the building of strong relationships, dispels anxiety and ultimately provides students with an enhanced learning environment.

### **Aims:**

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

### **Implementation:**

St. Gabriel's 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 confused about the actions we are taking.

### **It is essential that the established process as outlined below is followed to resolve grievances:**

- Try to establish the facts as clearly as possible, be wary of third hand information or gossip.
- If the matter involves your child or an issue of everyday class operation, make an appointment to see their classroom teacher, detailing the reasons for the appointment.
- An appointment should be made with the Principal or Deputy Principal to discuss issues involving school policy, operations beyond your child's classroom, concerns about staff or grievances that are probably not easily resolved.
- Parents making complaints are to be well-behaved, confidential and courteous. Parents who are unreasonable, threatening or discourteous can expect their discussions with staff to be terminated until such time as an alternative discussion time is arranged by the school.
- If the scope of the investigation is beyond the capacity or jurisdiction of the school, the matter will be referred to the appropriate authority and the parent will be informed of the referral.
- Parents and staff discussing complaints may be accompanied by an advocate if they wish.
- Any investigation conducted by the school will be done so in a timely, efficient and confidential manner, ensuring the fair principles on natural justice are applied for all. Parents will be provided with an anticipated time-frame for a resolution.
- All grievances are to be kept confidential.
- The school will record the details of all complaints including the name and contact details of the persons making the complaints. The school will then refer the complaint to the most appropriate person to investigate. There will be many occasions that this will be someone other than the principal.
- The Principal will exercise his/her judgement as to whether or not they will act upon anonymous complaints.
- The Principal can provide community members with appropriate Catholic Education Melbourne contact names and numbers if grievances are not resolved.