

ST WILLIAM'S SCHOOL

GRIEVANCES PROCEDURES

Aim:

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

Implementation:

- Our school is committed to clear, consultative and open communication.
- The school accepts responsibility to consult, and to communicate both clearly and effectively with the community. Community members have a similar responsibility to read published notices and newsletters, to attend briefings, and to seek clarification when required.
- There may, however, still be times when members of the community disagree with or are confused about particular situations arising at the school.
- It is essential that the established process as outlined below is followed to resolve grievances:
 1. Try to establish the facts as clearly as possible.
 2. All parties to any potential grievance will respect confidentiality.
 3. If the matter involves a child or an issue of everyday class operation an appointment should be made to see the classroom teacher, detailing the reasons for the appointment.
 4. An appointment should be made with the principal to discuss issues involving school policy, operations beyond your child's classroom, concerns about staff, or other grievances.
 5. Community members may be accompanied by another person, in a support role, at appointments to resolve grievances.
 6. The principal will provide the concerned community member with a copy of this '*St William's School Grievances Procedures*' unless the matter is easily and satisfactorily resolved.
- 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 Parents & Friends Association, School Board and Pastoral Parents will not become a conduit for community complaints, will not become involved in confidential or personal issues, and will refer specific grievances about individuals to the principal.
- The principal will provide community members with appropriate Brisbane Catholic Education contact names and numbers if grievances are not resolved at a school level.

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