

St John the Baptist Parish School

COMMUNITY GRIEVANCES 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 effectively manner.

Implementation

Our 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 confused about the things that we are doing.

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

- Try to establish the facts as clearly 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 to discuss issues involving school policy, operations beyond your child's classroom, concerns about staff, or grievances that are probably not easily resolved.
- The principal will provide the concerned community member with a copy of this '*Community Grievances Policy*' unless the matter is easily and satisfactorily resolved.
- All grievances are to be kept confidential.
- All formal discussions and processes involving grievances will be documented.
- The principal will exercise his/her judgement as to whether or not he will act upon anonymous complaints.
- The principal will provide community members with appropriate Catholic Education Melbourne contact names from the Eastern Region Office if grievances are not resolved internally.

- Families are to use the correct channels of communication to air their grievances (i.e. through the following internal avenues: classroom teacher, Principal, Student Services Leader, Deputy Principal & external avenues when the internal avenues have not resolved the issue: Catholic Education Office Eastern Region Office) rather than contacting other families directly that they may have concern with.

Evaluation

History of Updates to Policy

Date	Comment (e.g. major review, minor review)
December 2016	Minor review