



Grievances and Complaints Management Procedures Policy

Rationale:

Schools have a requirement to ensure grievances and complaints are managed through fair, just and thorough procedures. These procedures are required to support and guide the actions of each person who accesses the school: staff, students, families and the wider community. Effective grievance and complaints procedures are equitable, are transparent and promote satisfactory conflict resolution for all parties. Holy Spirit Primary School's Vision Statement underpins the school's procedures and practices for grievances and complaints.

Aims of Policy:

- To inform all persons of the procedures for grievances and complaints
- To ensure that all persons are provided with a high level of equity and fairness in relation to grievances and complaints management and procedures
- To promote effective and early resolution of disputes

Related Policies:

- Policy for the Prevention of Bullying Behaviour (Staff)
- Policy for the Prevention of Bullying Behaviour (Students)

Procedures:

If a grievance or complaint arises

- 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 student's teacher will be the first point of contact
- If the matter cannot easily be satisfactorily resolved, it should be referred to the School Principal or Deputy Principal
- Where the issues relates to school policy or matters beyond an individual classroom, the Principal or Deputy Principal should be the first point of contact
- Where the Principal has a conflict of interest, the Parish Priest will appoint an appropriate independent authority to take on the mediation role
- Grievances should be kept as confidential as possible
- Grievances expressed on Social Media or any other public forum against the school or member of the school community is not an acceptable nor beneficial form of expression of feelings or accounts
- Appointments may be necessary, especially if the grievance is complex or staff are pre-occupied with other duties



If a grievance cannot easily be solved or is of a more serious nature

- At a mutually agreed time, a meeting will be organised 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 Catholic Education Melbourne 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
- Resolution may take more than one session
- In cases where external personnel or factors are involved, resolution may 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.

Evaluation:

The Grievances and Complaints Management Procedures Policy will be evaluated and reviewed as part of the 4 year School Review cycle or as required.

Date of last review: August 2017