



Grievance Policy and Procedure

At Immaculate Heart Catholic Primary School, we are committed to providing a safe, inclusive and supportive environment which promotes open communication, respect, fairness and positive relationships. We believe that the partnership between home and school is a very important part of ensuring our students are happy, secure and open to learning. As a school community we are committed to working together to meet the various needs of our school community. Central to achieving this is trust and open, effective communication between all members of the school community. As a Catholic school the Gospel values form the basis for a proactive approach to communication and problem solving.

Immaculate Heart Vision/Mission

We are a community grounded in the core value of RESPECT:

- Respect for self
- Respect for others
- Respect for safety

KINGDOM PARTNERSHIP LEARNING

Kingdom:

The kingdom of God proclaimed and lived by Jesus is experienced in our community as we:

- Build and sustain a learning community grounded in Jesus' vision of love, liberation and justice.
- Develop a Christian spirituality through an integrated religious education program.
- Engage in an active Christianity using sign symbol and action.

Partnership:

Working in partnership we:

- Promote a sense of belonging in our school community.
- Nurture an environment in which all feel accepted, valued and supported.
- Develop positive, open and honest communication.

Learning:

We are a place of learning. Our learning is designed to be inclusive, holistic, contemporary and individual in order to:

- Support and nurture each child to develop the skills to be a lifelong learner.
- Offer a creative program which is broad and balanced.
- Focus on outcomes for life and living.



Policy Statement

The concepts of acceptance, understanding and celebrating differences, along with negotiation and respect underpin some of the key values considered in dealing with conflict. When it comes to community situations, we are regularly challenged to show genuine tolerance and open-mindedness. We are also challenged to be part of a forgiving and reconciling community which demonstrates maturity in the handling and resolution of conflict. As staff in a Catholic school there is an expectation that we will model exemplary behaviour. As co-educators of their children and vital members of the Immaculate Heart school community, parents and carers have a right to be involved in their child's learning, to be informed about their child's progress and to voice their concerns when issues arise. Parents and carers have a responsibility to adopt the spirit and actions of conflict minimisation.

Purpose

Immaculate Heart Catholic Primary School is a community that strives for harmonious relationships and strong partnerships but acknowledges that despite best efforts, there will be times when conflict may arise.

As Christians we have an obligation to work at resolving conflicts peacefully and with due respect for the dignity of all people involved. At Immaculate Heart Catholic School, we encourage conflict resolution strategies which promote and support the dignity of parents, staff and children. We have an obligation to restore relationships broken or affected by conflict. Through open, honest and respectful communication, we fulfil our obligation to avoid initiating or escalating conflict situations.

Scope

The parents and carers, students and staff each have specific responsibilities to ensure conflict is handled in a mature responsible manner, resulting in a minimisation of conflict.

Key Elements for handling complaints

Impartiality

- If you make a complaint, it will be investigated in a fair and impartial manner. No judgements or assumptions will be made and no action will be taken until the investigation is complete. If a complaint is made against you, your rights will be protected and you will be given an opportunity to tell your side of the story.

Confidentiality

- You can feel secure that if you make a complaint under this policy, the complaint will remain confidential. The only people who will have access to information about the complaint will be the person making the complaint and the person/s investigating.

No Victimisation

- The school will offer support to all parties during the complaint process, to limit any feeling of victimisation in order to maintain the dignity of the complainant.

Timeliness

- Each complaint will be finalised within as short a period as possible.



Grievance Procedures

Parents/Carers - What do I do if I have a concern?

1. Reflect on the issue or concern - Jotting these concerns down on a piece of paper may be helpful in clarifying the problem for you.
2. As the initial point of contact regarding an issue should always be the teacher concerned, contact the office to arrange a mutually convenient time to discuss the concerns or send a note via the diary or email the school asking for an appointment with that teacher.
3. At the meeting, identify and communicate your feelings about the issue in a non-threatening way.
4. **Do not approach other children or parents to discuss or investigate your concerns.**
5. After an issue is raised with the teacher, wait for the teacher's verbal report on what has been done to address the issue.
6. If dissatisfied with the outcome, contact the school office and make an appointment with a member of Administration indicating the concern to be discussed.
7. Check that the steps have been followed as outlined above – The Administration team will support this process and remind parents to follow the steps in order.
8. Participate in a meeting convened by the Administration member for those involved.
9. Should a parent have a concern of a serious nature about a teacher's professional behaviour e.g. physical or sexual abuse of a child, the parent should put the complaint in writing addressed to the Principal. This could happen before or after an appointment with the Principal or delegate.
10. **At no stage are parents and carers to approach a teacher, students or other parents in an aggressive or threatening way.**

Students - What do I do if I have a concern?

1. Try to deal with the problem yourself by talking with the aim to resolve the situation. Use "I Statements" to speak confidently to individuals involved.
2. If problems cannot be resolved, get help from an adult such as a Teacher, Student Protection Officer, School Officer, Buddy or your Parents.
3. Report any incidents when they happen to a Teacher, Student Protection Officer, School Officer. Waiting until arriving at home makes issues difficult to act on promptly.
4. Tell your parents and carers about the problem and what you have tried or would like to try to do in order to solve it.
5. If you are being bullied or you see someone being bullied report it. See our Anti-Bullying Policy for other ideas.

Staff - What do I do if I have a concern?

1. Deal with the problem as soon as possible.
2. Be clear about the issue. Writing it down can be helpful. Talk it out with a third party to clarify the issue/s and to receive confirmation and feedback.
3. Separate the problem/issue from the person. Try to avoid the pitfall of the conversation shifting focus from issues to personal attack/abuse.
4. Identify and communicate your own feelings about the issue in a non-threatening way.
5. Listen sensitively to the other point of view and be open-minded.
6. Be prepared to negotiate and compromise.



7. Be forgiving should there be an admission of fault or neglect.
8. Be willing to reconcile.
9. Seek mediation if the issue cannot be resolved amicably.
10. Personal conflicts and disagreements are matters to be worked through by the parties concerned and should not interfere with professionalism in the school environment.
11. Complaints regarding the professional integrity of another staff member need to be substantiated and made in confidence with the Principal. The Principal will exercise professional discretion as to how matters are managed.

Associated Documents:	Related Policy: Bullying Policy Communication Policy
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