Sacred Heart Parish School
Cunnamulla.

Grievance Policy and Procedures

Values:
This policy is based on the Gospel values: love and respect for all; forgiveness and reconciliation and restoration of just relationships.

Principles:
As a school community we are working together to meet the needs of our students. This occurs most effectively when staff, students and parents are working together. This can only happen if there is trust and open, effective communication between the people within the school community.

Therefore all parties must work well together, treat each other with respect and integrity and act to resolve concerns and conflicts promptly and effectively.

All community members can assist with resolution of issues by:
- Remaining calm and approaching others in a civil manner.
- Addressing the issue, rather than ignoring it.
- Stating the issue clearly and objectively, giving specific instances where appropriate.
- Seeing a solution that attempts to meet the needs of those concerned.

When someone raises a concern we are committed to:
- Listening to concerns with an open mind.
- Seeking to understand the issue.
- Maintaining confidentiality.
- Treating each other decently.
- Investigating relevant issues carefully.
- Resolving issues in ways that respect individuals.
- Meeting the needs of all concerned as fairly as possible.
- Communicating clearly, sensitively and objectively.
- Establishing time lines for actions and review for any resolutions.

Procedures/Timeframes.
1. Initial Circumstance: As early as practical, direct sharing of the concerns by those involved with a view to early and mutual resolution.
2. Continuing/Unresolved Concerns: Principal to be informed within 7 days so that appropriate support is provided.
3. Where issue is not able to be resolved at a school level: Referral to Catholic Education Office through the school’s Senior Education Officer.
# Sacred Heart Parish School Cunnamulla.

## Grievance Policy Procedures/Guidelines

<table>
<thead>
<tr>
<th>Students with a grievance should:</th>
<th>Parents/Caregiver with a grievance should:</th>
<th>Staff &amp; volunteers with a grievance should:</th>
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</thead>
<tbody>
<tr>
<td>1. Talk to the person about the problem. Clearly tell the person what is wrong. Try to solve the problem together. (Use the peace wheel)</td>
<td><strong>Issues related to classrooms:</strong></td>
<td>1. Arrange a time to talk to the person about the concern. Tell them what you want to discuss.</td>
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<tr>
<td>2. If you cannot solve the problem speak to a teacher or school officer and/or your parents about the problem.</td>
<td>2. Discuss the concern, stating the problem clearly, calmly and objectively. Seek to resolve in a way that respects the needs of those involved.</td>
<td>2. Discuss the concern with the person directly involved. State the problem clearly, calmly and objectively. Seek to resolve it in a way that respects the needs of those involved.</td>
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<tr>
<td>3. Allow some time for the problem to be solved.</td>
<td>3. Allow a reasonable timeframe for the concern to be addressed.</td>
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<tr>
<td>4. If the problem is not solved, speak to your parents.</td>
<td>4. If the concern is not addressed, arrange a time to meet with the teacher and/or Principal.</td>
<td>4. If the concern is not resolved, speak to the APRE or Principal for support. Ask their support in addressing the grievance by:</td>
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<tr>
<td>5. If the problem still hasn’t been solved, arrange a time for you and your parents to speak with your teacher.</td>
<td><strong>Issues related to school policy:</strong></td>
<td>- Speaking to the person involved on your behalf.</td>
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<td>6. If you are still unhappy, arrange a time to discuss the issue with the Principal.</td>
<td>1. Arrange a meeting with the appropriate teacher.</td>
<td>- Monitoring the situation</td>
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<td>7. If the concern is not addressed, your parents can arrange a time to discuss the matter with the Senior Education Officer from the Catholic Education Office. This can be arranged through the school office.</td>
<td>2. Allow a reasonable time for the issue to be addressed.</td>
<td>- Acting as a mediator.</td>
</tr>
</tbody>
</table>
| | 3. If you are still unhappy, arrange a time to discuss the issue with the Principal. | 5. If the concern is not resolved within a reasonable timeframe, arrange a time to speak to the Senior Education Officer from TCEO. |}

**NOTE:** It may be appropriate to contact Union representatives for advice.