

# St. Mary's Primary School Managing Concerns and Grievances Policy



## Rationale

Good relationships within school communities give children greater opportunities to succeed. It is natural that parents and community members at one time or another will have concerns about what happens at school. To maintain good relationships, grievances or issues should be resolved so that all parties achieve satisfactory results.

The welfare of students at St Mary's is paramount. Open criticism of any parties in a dispute does not support children's education. To this end, fair and open communication conducted within the procedures framework outlined here ensures that the rights and responsibilities of all parties are respected and consensus achieved. All personal matters, such as concerns regarding student, parent or staff relationships should be raised directly with the school. **Concerns should remain confidential and not be discussed on social media or directly with the other parties involved.**

## Purpose

The resolution of issues between schools and their communities is vital to the well being and success of students. The intention of this policy is to describe procedures for the effective and early resolution of concerns.

## Procedures

- If the matter relates to an individual student and/or an issue of everyday class operation, the child's teacher will be the first point of contact via email, phone or written note.
- Where the issue relates to school policy or matters beyond an individual classroom, the Deputy Principal should be the first point of contact via email or by forwarding a concerns form located on the school website and at the school administration office.
- Communication or appointments may be necessary.
- Concerns should be kept as confidential as possible and discussed privately.
- If further attention is required it should be referred to the Deputy Principal who will provide support and/or advise of appropriate contacts for further actions and support, e.g. Student Wellbeing Leader, Student Services, School Counsellor, Principal or Catholic Education Office Advisors.

**The following outlines refer to concerns, which are not easily solved or are of a more serious nature.**

At a mutually agreed time, a meeting is organized with the relevant parties and the following meeting protocols are adhered to.

Each person:

- listens
- remains calm and reasonable
- identifies the facts
- lists the issues
- generates solution options
- agrees upon actions

Any party to a concern may be accompanied by another person, in a support role, at any meetings convened to discuss a resolution of that concern.

Accurate records of all concerns and proceedings will be maintained and current copies held by all parties involved.

If at any time all parties cannot support the protocols then another meeting may be arranged for a time when parties affected have gathered their composure.

\*The school advisory board and staff regularly monitor and review the effectiveness of the Managing concerns and grievances policy (at least once every three years) and revise the policy when required.

**Endorsed by School Advisory Board: 2016**

**Date: 2016**

**Next Review Date: 2019**