

CONCLUDING THOUGHTS

Relationships are very important in any community but in Catholic schools, quality relationships between all stakeholders is paramount. At the heart of any quality relationship is trust. Children must feel that the school and home is united in expectations and desired outcome. A child cannot ever sense that there is distrust between the two most important elements of their lives - home and school.

Trust is a quality that is hard earned and easily destroyed. Parents/guardians need to feel that the school always endeavours to do the right thing by their children – by enrolling here, you obviously trust us to do this. If times arise when you are concerned by your child’s interpretation of events, we ask that you seek clarification in a polite and collegial way. Often the teacher will be able to fill in the rest of the story for you. This brochure clearly outlines the steps parents/guardians should take if they are not happy with a decision or procedure.

Please assist us to maintain quality relationships by advising those new to our community to take concerns to the class teacher or to the Principal. We actively discourage car park/facebook gossip in favour of action and resolution.



St Peter's
CATHOLIC PRIMARY SCHOOL

GRIEVANCE

When a parent/guardian is displeased with a particular action from a staff member

“A family of faith, education and love”

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WHAT WE DO

The procedure for expressing a grievance is outlined in the **Parent Handbook**.

At the beginning of each Term teachers provide a class note/letter advising of suitable days and times for Parent/guardian meetings.

Parent/guardians are able to provide written notes/letters to class teachers to advise them of minor issues of concern. These concerns are followed up by the class teacher.

Parents/guardians can make an appointment to meet with the Principal by contacting the School Secretary.

PROCEDURE FOR EXPRESSING A GRIEVANCE

STEP 1

All issues of concern are to be addressed firstly with the relevant teacher. Contact can be made with the teacher via the school office or through a written note outlining the concern. The parents/guardians make a mutually agreeable time to meet.

Issues are raised and discussed with the facts and context of the issue established. The aim of the process is to begin with resolution for all parties in mind.

STEP 2

At the meeting (Step 1) a follow up appointment may be considered necessary and this date/time is set at the first meeting.

At the second meeting, the issues raised are discussed in more detail with the teacher and the parent/guardians.

STEP 3

If at the meeting (Step 2), the issue was not resolved to the satisfaction of either party then the Principal/Leadership Team or other relevant personnel (e.g. Guidance Counsellor) will be invited to attend the follow up meeting and agreed action will be kept on file in the Principal's office. Copies of these notes will be given to the parties concerned.

STEP 4

It is the strong preference of the school for issue resolution to be effected at school level. However, in the event that an issue remains unresolved after consultation with the school Principal/Leadership Team, at the request of either party, the matter can be referred in writing to the Brisbane Catholic Education Area Supervisor for assistance.

It is important that confidentiality be maintained at all times to ensure the dignity of each person is preserved.

SCHOOL POLICY

(effective 2007)

This policy aims to provide a framework for effective communication between parents/guardians and teachers when a matter of concern arises. Issues should be resolved as soon as possible and at the most appropriate level.

AIMS OF THE POLICY

1. To provide guidelines to assist all members of the school community in the resolution of issues of concern.
2. To ensure that honest communication occurs between the parties involved in an atmosphere of respect and integrity so the process is just and maintains the dignity of all involved.
3. To acknowledge that schools are places of numerous relationships in which differences of opinion will occur.