



# ST AGNES SCHOOL GRIEVANCE POLICY

## PURPOSE

We recognise that sometimes things go wrong and you may feel that your expectations are not being met. If you have an unresolved complaint or would like to provide feedback, we would like to hear from you. It's important to work together, talk, listen and find solutions in a courteous and respectful manner, so we can improve our school.

Effective relationships between home and school give children a better chance of success, by fostering respect between people. From time to time parents may wish to share successes or have concerns about what happens at school.

At St Agnes School we support the right of any member of the school to have their concerns addressed. It is important to keep all grievances and concerns confidential.

## GRIEVANCE PROCESS

### **When making a grievance you should**

- Clearly identify issues and the resolution you are seeking
- Provide complete and factual information
- Cooperate with any requests for more information
- Treat staff handling the grievance with courtesy and respect

## STUDENTS MANAGING A GRIEVANCE

### **As a student with a grievance I can choose if I need to:**

- safely solve the problem myself
- gain the help of another student
- make time to speak with a teacher
- tell an adult in my family
- arrange a time to speak with the person with whom I am having the concern
- let the person know what I consider to be unfair
- tell the teacher or speak to someone else if the problem is not addressed
- arrange a time to speak with the Principal or Deputy Principal

## PARENTS OR CAREGIVERS WITH A GRIEVANCE

If your grievance is about a....

SCHOOL POLICY	STAFF MEMBER	STUDENT
Express your grievance in writing to the Governing Council of the school	Make an appointment to meet with the person concerned	Express your grievance to the classroom teacher. <i>Under no circumstances is a parent to address an issue directly with the student</i>
Your grievance will be discussed at the next council meeting and you will be informed in writing about the outcome	Discuss your grievance in a calm manner. The staff member will listen to your grievance and outline their perspective (a member of the leadership team can be part of this discussion if required).	The teacher will address the grievance through the class management processes. Allow a reasonable amount of time for the grievance to be resolved
The Governing Council will provide you with a copy of the processes the Governing Council uses to address any policy matters/ grievance within the school	Together, decide what actions to be taken by both parties to ensure the grievance is resolved	If the grievance is not resolved, make an appointment to speak to the Principal/ Deputy Principal
	Document (if necessary) the resolution, so both parties are clear about the required action. Make a time to meet together at a later date to check on the progress (if required)	The Principal/ Deputy Principal will address the matter through the school's procedures/policy. Allow a reasonable amount of time for the grievance to be resolved
	If the grievance is not resolved make an appointment with the Principal/Deputy Principal	
The school will endeavour to communicate the next steps and resolutions with all parties.		
If after following these steps you feel your issue has not been resolved, please raise a complaint with the Department of Education by visiting: <a href="https://www.education.sa.gov.au/department/feedback-and-complaints/raising-complaint-department">https://www.education.sa.gov.au/department/feedback-and-complaints/raising-complaint-department</a>		
For more information you can also refer to: <a href="https://www.sa.gov.au/topics/education-and-learning/general-information/feedback-and-complaints/schools-and-preschools">https://www.sa.gov.au/topics/education-and-learning/general-information/feedback-and-complaints/schools-and-preschools</a>		

## CONFIDENTIALITY

All confidential matters such as those about student, parent or staff relationships are to be raised directly with the school through the class teacher, the Deputy Principal or the Principal in a confidential manner.

When the matter is discussed with your child, it is important that he/she understands that you are sure the issue will be addressed confidentially at the school level. Criticism of the school or teacher does not support your child's learning and education, as it undermines trust and confidence.

Similarly, staff are expected to keep concerns that are raised confidential and must not discuss the issue/s in front of students or other parents.

### When dealing with a grievance at St Agnes School, parents and students can expect:

- Information about school policies and procedures
- Opportunities to express their points of view, opinions and concerns
- To be treated fairly and equitably
- Clear, respectful communication
- Confidentiality

Policy ratified by Governing Council: June 2024

Next Policy Review Date: Term 2, 2027