



# St Anthony's Catholic Primary School

## GRIEVANCE POLICY

### INFORMATION FOR PARENTS MAKING A COMPLAINT:

At St Anthony's, we believe that the relationship between the home and the school is very important part of ensuring that children are happy, secure and open to learning. We recognise that parents and teachers need to work closely together to provide the best educational opportunities for their children. We encourage you to discuss your child's progress with his/her teacher and to let us know if you have any concerns so that we might work together to resolve these as promptly and effectively as we can.

What to do if you have a problem:

- Try to identify the problem clearly before contacting the school. If there is more than one problem, list them to ensure that the extent of the problem is clear.
- Decide whether the problem is a concern, enquiry or complaint. This will help in finding a solution.
- Make an appointment to meet with your child's class teacher. The best way to do this is to contact the teacher to arrange a mutually convenient time for a meeting.
- If you do not feel after your meeting that the matter has been resolved or if you have a complaint about the teacher or another staff member, make an appointment to meet with the Principal.
- Try to stay calm when discussing your concern. Even if you don't feel it, being calm will help you get your concerns across more clearly than if you are upset or angry.
- Remember, the staff are committed to resolving any issues that parents might have regarding their children and will discuss with you actions that might be taken in regard to your concern.
- If you still do not feel that the matter has been resolved or if your complaint is about a very serious matter, send your complaint in writing to the Principal.
- If this does not resolve the issue or if your complaint is about a very serious matter, send your complaint in writing to the Head of School Services: North for our school.
- If the matter has still not been resolved, notify the Director of Catholic Education stating your concerns in writing. If no resolution has been achieved, the Director will arbitrate after thorough examination of the grievance and related issues.
- If matters still remain unresolved you have the right to seek arbitration through the courts, ombudsman, legal representation and other government commissions such as Human Rights Commission etc. These might entail some financial cost to you.

**Note:**

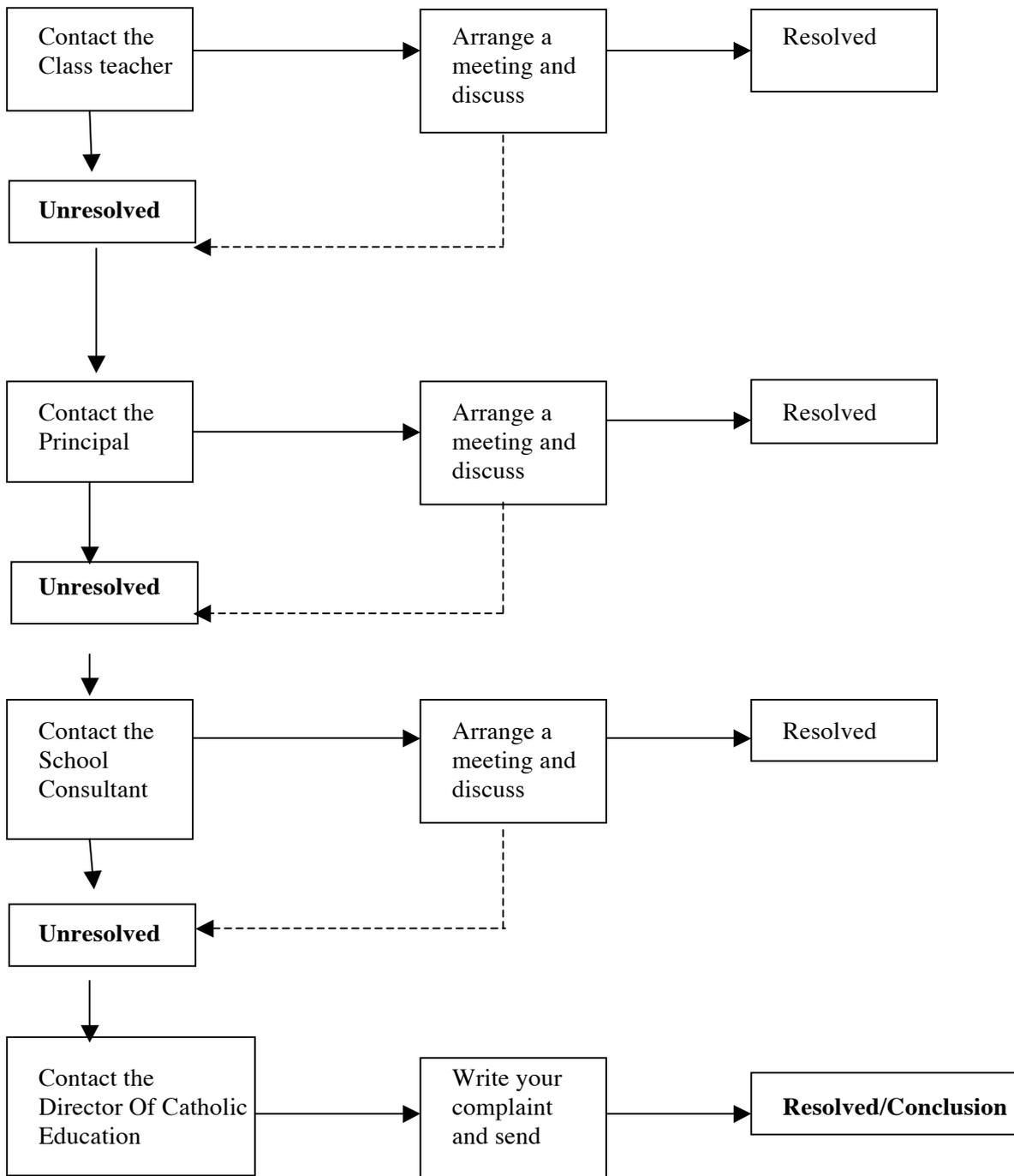
Mediation is an option at any stage of the process, if the complainant and the person to whom the complaint is directed so agree. Normally, mediation is facilitated by the Head of School Services: North.

The School Registration Board or the Secretary of the Department of Education **do not** deal with complaints within the Catholic Education system.

### **When you make a complaint:**

- If a complaint is made against a person, that person will be informed of the nature and content of the complaint and have the right to respond.
- Discussions of complaints are confidential.
- Complaints may be made verbally or in writing (pro-forma available from front office)
- All complaints, the actions taken to resolve them and outcomes of those actions will be fully documented.
- A person who has made a complaint may withdraw it at any time. If the complaint is in writing, the withdrawal should also be in writing.
- No one will be victimised as a result of taking out a formal grievance.
- At the formal stage, a person who has made a complaint has the right to be represented and supported by another person of his/her choice as a support person
- A process of mediation may be available if a complaint is not satisfactorily resolved.

## FLOW CHART FOR PARENTS MAKING COMPLAINTS



If matters still remain unresolved you have the right to seek arbitration through the courts, ombudsman, legal representation and other government commissions such as the Human rights Commission etc. These might entail some financial cost to you.

Mediation is an option at any stage of the process, if the complainant and the person to whom the complaint is directed so agree. Normally, mediation is facilitated by the Head of School Services: North.

## **MAKING A COMPLAINT: INFORMATION FOR STUDENTS**

At our school, we believe that it is important that everyone feels happy and safe at school so that the best learning can take place. We believe that everyone, staff and students, need to work closely together to provide the best educational opportunities for you. If you have a problem, a concern or a complaint, we encourage you to speak to someone about it and we have provided some steps that you might work through to help you do this.

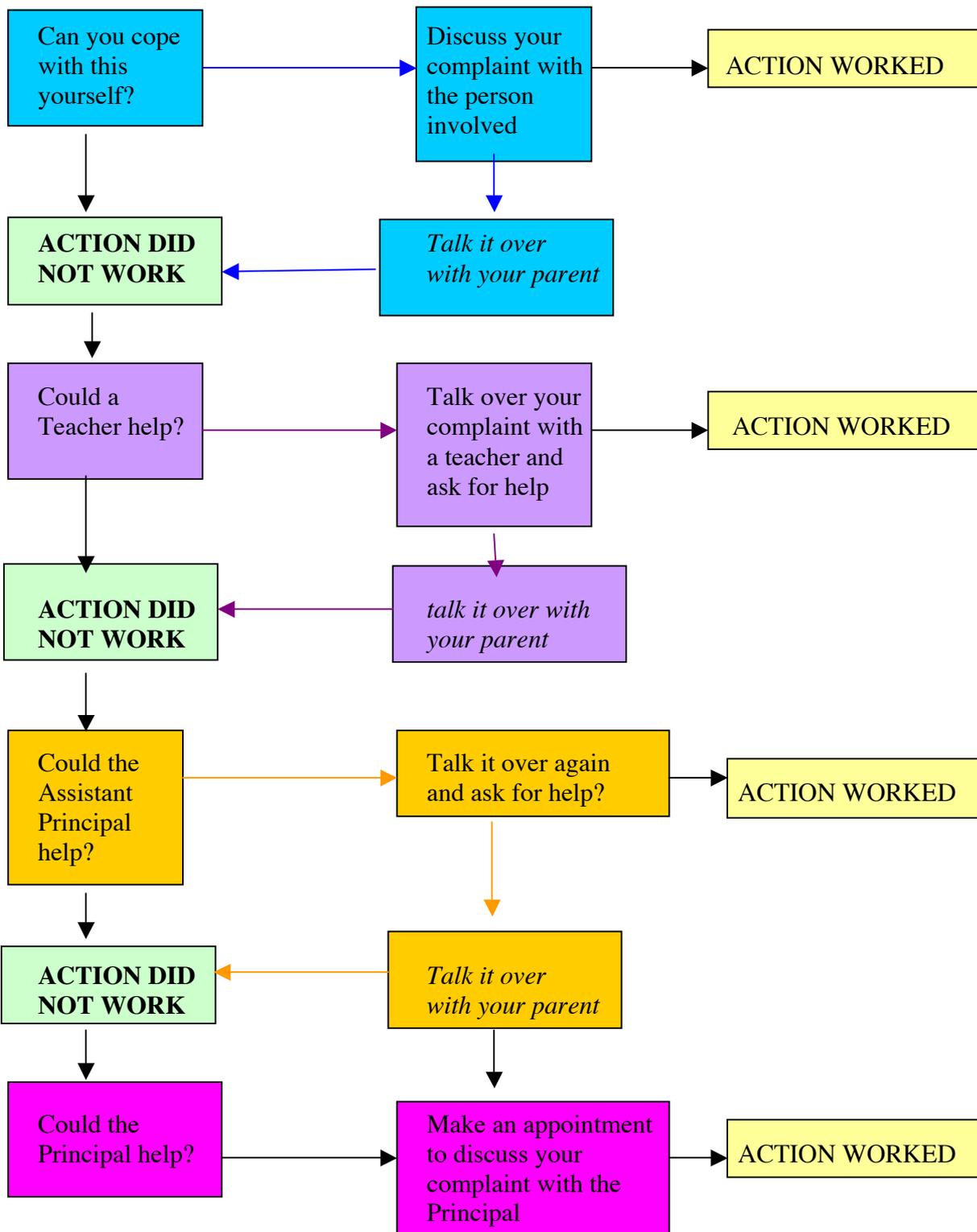
### **What to do if you have a problem:**

- Try to identify the problem that is upsetting you. If there is more than one problem, list them so that you are clear about what you feel or need.
- If you feel you can, talk to the person you are having the problem with and if their behaviour is upsetting you, tell them to stop.
- Often parents can help when young people are unsure of what to do. It is a good idea to ask for support and advice when problems arise rather than keep it all to yourself.
- If your talk with the person you are having the problem with does not solve your problem, talk to a teacher about your concerns and ask them to help you deal with it. Your teacher will often be able to give you good ideas on how to cope with it and will help you. You should explain:
  - Who was involved
  - What happened
  - What you did
  - What you believe was unfair or unjust
- Try to stay calm when discussing your problem or concern. Even if you don't feel it, being calm will help you get your concerns across more clearly than if you are upset or angry. It may help to take someone with you.
- Work with the teacher to decide what should be done to help you.
- If you still do not feel that the matter has been solved, make an appointment to talk to the Assistant Principal.
- If you still do not feel that the matter has been solved, make a time to talk to the Principal about your concern.

### **Remember:**

- Sometimes the person helping you will need to speak to someone else so that the problem can be solved. You need to let that person know that you are OK about that.
- You can bring a friend, parent or a teacher to support you when you need to talk about the problem.
- No one will be allowed to pick on you or hurt you because you made a complaint.
- If you want to, you can write out your complaint in a letter instead of talking about it, but the person helping you will need to speak to you later.

## A STUDENT'S GUIDE TO MAKING A COMPLAINT



If matters still remain unresolved you have the right to seek arbitration through the courts, ombudsman, legal representation and other government commissions such as the Human rights Commission etc. These might entail some financial cost to you.

Mediation is an option at any stage of the process, if the complainant and the person to whom the complaint is directed so agree.

## **GRIEVANCE PROCEDURES: INFORMATION FOR STAFF**

At St Anthony's School, we believe that the relationship between colleagues is a very important part of ensuring that children are happy, secure and open to learning. We recognise that all staff need to work closely together to provide the best educational opportunities for the students in our care. If you have any concerns or complaints regarding any other member of the school community, we strongly encourage you to work together to resolve these as promptly and effectively as we can.

What to do if you have a problem:

- Try to identify the problem clearly before taking any action. If there is more than one problem, list them to ensure that the extent of the problem is clear.
- Decide whether the problem is a concern, enquiry or complaint. This will help in finding a solution.
- In the interests of resolving matters quickly and effectively, you are encouraged to informally discuss your concern/complaint with the person concerned.
- If informal strategies do not resolve the issue, make your complaint to the Principal. Where the Principal advises, mediation can be arranged between the parties concerned on their mutual agreement.
- If you still do not feel that the matter has been resolved, make your complaint formally and in writing to the Principal and arrange for an appointment to further discuss your concerns.
- If you still do not feel that the matter has been resolved, if your complaint is serious or involves the Principal, telephone or send your complaint in writing to the Head of School Services: North for St Anthony's who will then contact you and make arrangements for you to discuss your grievance.
- If the matter has still not been resolved, notify the Director of Catholic Education stating your concerns in writing. If no resolution has been achieved, the Director will arbitrate after thorough examination of the grievance and related issues.
- If matters still remain unresolved you have the right to seek arbitration through the courts, ombudsman, legal representation and other government commissions such as Workplace Safety, Anti-Discrimination and Human Rights Commissions These might entail some financial cost to you.

### **Note:**

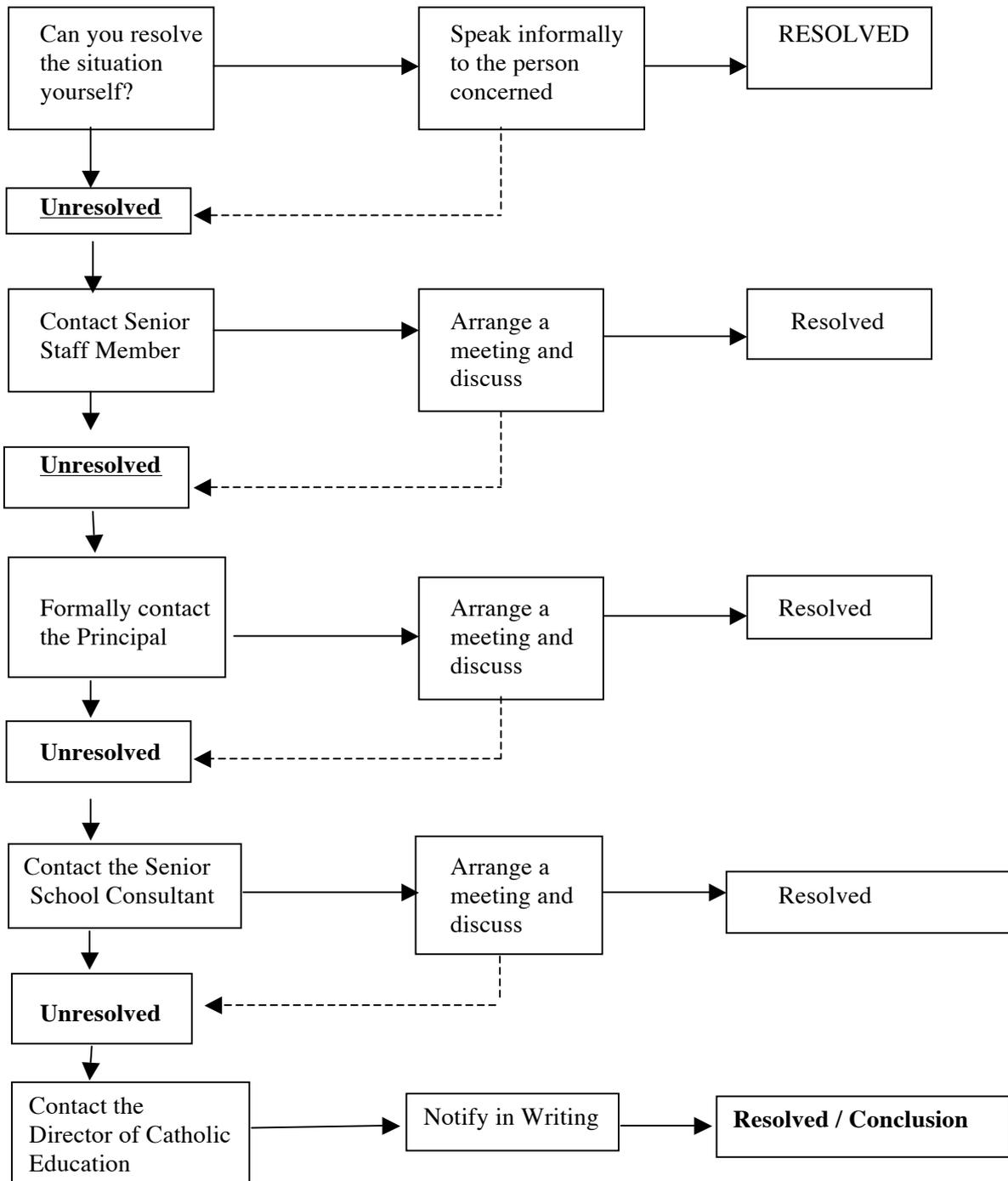
Mediation is an option at any stage of the process, if the complainant and the person to whom the complaint is directed so agree. Normally, mediation is facilitated by the Head of School Services: North.

The School Registration Board or the Secretary of the Department of Education **do not** deal with complaints within the Catholic Education system

When you decide to make a complaint:

- If a complaint is made against a person, that person will be informed of the nature and content of the complaint and have the right to respond.
- Discussions of complaints are confidential.
- Complaints may be made verbally or in writing
- All complaints, the actions taken to resolve them and outcomes of those actions will be fully documented.
- A person who has made a complaint may withdraw it at any time. If the complaint is in writing, the withdrawal should also be in writing.
- No one will be victimised as a result of taking out a formal grievance.
- At the formal stage, a person who has made a complaint has the right to be represented and supported by another person eg his/her union, work colleague, friend or other person of his/her choice as a support person
- A process of mediation may be available if a complaint is not satisfactorily resolved.

## FLOW CHART FOR MAKING COMPLAINTS – STAFF



If matters still remain unresolved you have the right to seek arbitration through the courts, ombudsman, legal representation and other government commissions such as the Human Rights Commission etc. These might entail some financial cost to you.

Mediation is an option at any stage of the process, if the complainant and the person to whom the complaint is directed so agree. Normally, mediation is facilitated by the Head of School Services: North.

<p style="text-align: center;"><b>MAKING A COMPLAINT: COMMUNITY INFORMATION - PARISH SYSTEMIC SCHOOLS</b></p>
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At our school, we believe that open, friendly and constructive relationships with our community are vital to our growth and the good of the community.

**What to do if you have a concern or problem:**

- Try to identify the problem clearly before contacting the school. If there is more than one problem, list them to ensure that the extent of the matter is clear to the school.
- Decide whether the problem is a concern, enquiry or complaint. This will help in finding a solution.
- Make an appointment to meet with the Assistant to the Principal/Deputy Principal or Principal. The best way to do this is to contact the school office to arrange a mutually convenient time for a telephone call or meeting.
- After this initial contact, if you do not feel that the matter has been resolved or if your complaint is about a serious matter, send your complaint in writing to the Principal.
- If this does not resolve the issue, send your complaint in writing to the Head of School Services: North at the Catholic Education Office, New Town.
- If the matter has still not been resolved, notify the Director of Catholic Education stating your concerns in writing. If no resolution has been achieved, the Director will arbitrate after thorough examination of the grievance and related issues.
- If matters still remain unresolved you have the right to seek arbitration through the courts, ombudsman, legal representation and other government commissions such as Human Rights Commission etc. These might entail some financial cost to you.

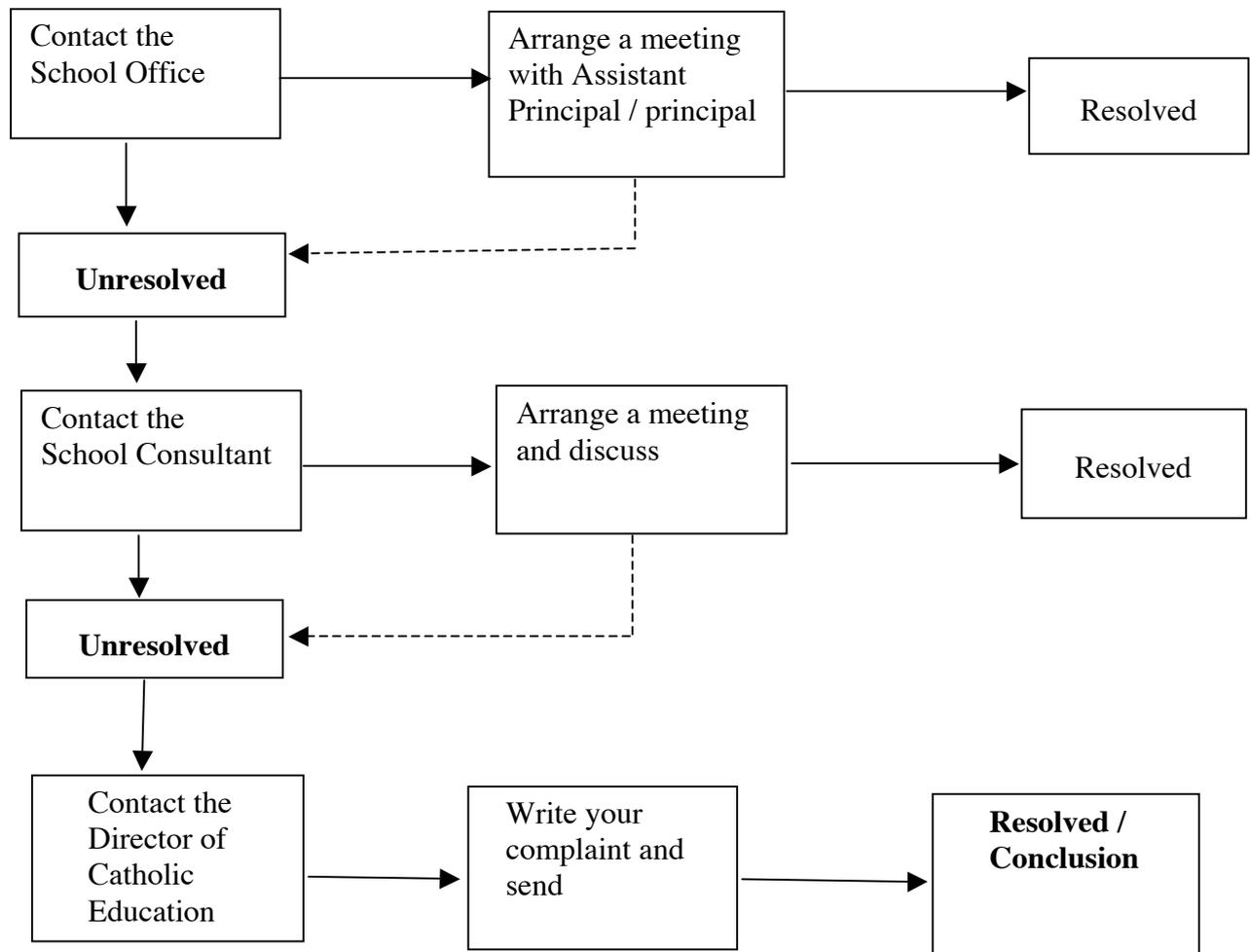
**Note:**

Mediation is an option at any stage of the process, if the complainant and the person to whom the complaint is directed so agree. Normally, mediation is facilitated by the Head of School Services: North.

The School Registration Board or the Secretary of the Department of Education **do not** deal with complaints within the Catholic education system.

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- Discussions of complaints are confidential.
- Complaints may be made verbally or in writing.
- All complaints, the actions taken to resolve them and outcomes of those actions will be fully documented.
- A person who has made a complaint may withdraw it at any time. If the complaint is in writing, the withdrawal should also be in writing.
- No one will be victimised as a result of lodging a formal grievance.
- At the formal stage, a person who has made a complaint has the right to be represented and supported by another person of his/her choice as a support person.
- A process of mediation may be available if a complaint is not satisfactorily resolved.

## FLOW CHART FOR MAKING COMPLAINTS - COMMUNITY



If matters still remain unresolved you have the right to seek arbitration through the courts, ombudsman, legal representation and other government commissions such as the Human Rights Commission etc. These might entail some financial cost to you.

Mediation is an option at any stage of the process, if the complainant and the person to whom the complaint is directed so agree. Normally, mediation is facilitated by the Head of School Services: North.

## COMPLAINT FORM

Please complete this form and return to the Principal. A letter of acknowledgement will be sent to you and will inform you of the next step in the complaints process.

# **COMPLAINT FORM**

## **Your details:**

First Name:	Surname:
Relationship with the school (eg Parent, Staff, student, neighbour etc):	
Your address:	Phone (work):
	Phone (home):
	Mobile:
	Email:

## **Details of your complaint:**

(Please include all the information you can eg witnesses, dates, events etc. If you need, you can add extra pages or attach any documentation that you believe is relevant)

**The action(s) you have already taken to resolve the problem** (eg who you have spoken to, what you said and what was done etc.)

**Your signature:** ..... **Date:** .....

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## **For school use only:**

Date form received: ..... Received by: .....

Date acknowledgement sent: .....

Acknowledgement sent by: .....

Complaint referred to: .....

Date: .....

## **Other Notes:**

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## GRIEVANCE PROCEDURES: SUMMARY

STUDENTS	PARENTS	STAFF	COMMUNITY
<ol style="list-style-type: none"> <li>1. If you feel you can, talk to the person who is upsetting you and tell them to stop.</li> <li>2. If you cannot do this or if the person does not listen, talk to your parent(s) and/or a teacher you trust and ask them to help you work through the problem.</li> <li>3. If the problem is still not worked out, talk to the Assistant Principal, telling him/her everything you have done so far and ask for his/her help.</li> <li>4. If the problem remains, make an appointment to speak to the Principal about your complaint.</li> </ol> <p>Remember: often parents can help when young people are unsure of what to do. It is a good idea to ask for support and advice when problems arise rather than keep it all to yourself.</p>	<ol style="list-style-type: none"> <li>1. Arrange a time through the school office to speak to the person concerned. Remember, if the concern is about your child, the class teacher is the first person you should talk to about the problem.</li> <li>2. If this does not resolve your concern, make an appointment to discuss your concerns with the Principal.</li> <li>3. Only after you have discussed the issues with the Principal, should you contact the Head of School Services: North at the Catholic Education Office and make a time to discuss complaints or concerns with him/her.</li> <li>4. If the matter remains unresolved, your complaint should be made in writing to the Director of Catholic Education.</li> </ol>	<ol style="list-style-type: none"> <li>1. Speak to the person concerned informally and privately.</li> <li>2. If this does not resolve the issue, make an appointment to take your grievance to the Principal. If deemed appropriate, mediation at this stage may be arranged at the mutual agreement of all involved.</li> <li>3. If still unresolved, or if the complaint involves the Principal, contact the Head of School Services: North for your school either by telephone or in writing. He/she will then make arrangements to meet with you.</li> <li>4. If these actions do not resolve your grievance, notify the Director of Catholic Education in writing, detailing your grievance and the actions taken so far.</li> <li>5. Further to this, you have the right to seek arbitration through the courts, relevant Government commissions or the Ombudsman</li> </ol>	<ol style="list-style-type: none"> <li>1. Contact the School Office to arrange a meeting with the Assistant Principal or Principal.</li> <li>2. If this does not resolve the issue, or if the complaint involves the Principal, contact the Head of School Services: North for the School either by telephone or in writing. He/she will then make arrangements to meet with you.</li> <li>3. If these actions do not resolve your grievance, notify the Director of Catholic Education in writing, detailing your grievance and the actions taken so far.</li> <li>4. Further to this, you have the right to seek arbitration through the courts, relevant Government commissions or the Ombudsman.</li> </ol>

Please note:

Mediation is an option at any stage of the process, if the complainant and the person to whom the complaint is directed so agree. Normally, mediation is facilitated by the Head of School Services: North.

The School Registration Board and the Department of Education do not deal with complaints regarding the Catholic Education system.

*Last Updated October 2008, May 2013. Amended August 2015.*