



## Trinity Catholic School

### Parents Grievance Policy

#### Rationale

Trinity Catholic School is committed to providing a safe and supportive working and learning environment for all members of the school community. We strive in building positive and trusting relationships between our parents and staff. Sometimes there may be misunderstandings or differences of opinion that occurs and there may be the need to discuss or consider concerns or issues that arise, and these issues need to be resolved in a satisfactory and structured manner for all parties.

#### Aim

This policy seeks to outline the process for parents and carers to resolve concerns, and to provide a transparent framework for parents, carers and staff to resolve concerns.

#### Implementation

All concerns will be listened to and dealt with in a private and respectful manner. In making any decision or taking any actions, the wellbeing of students will remain the top priority. ***Grievances or concerns regarding any other children, teachers, or families are not to be spoken about in places where others, particularly the students, can overhear.*** The following processes are in place for dealing with parent grievances:

An important underlying belief is that if you have a grievance or concern regarding someone it is important to discuss this in a respectful manner that seeks to resolve the concern *in the first instance*. This allows the opportunity for both parties to resolve concerns and for natural justice to occur. The following order process must be followed in order to allow for concerns to be resolved.

### **Grievances or Concerns Regarding issues with children**

- 1) The grievance is to be discussed with the classroom teacher. The teacher may be able to provide additional information or action that will provide a quick resolution to the concern, or may need to investigate a concern to resolve the matter. The teacher will respond to the parent/carer in a timely manner and seek to resolve the concern in the first instance
  
- 2) If not resolved, the grievance is to be discussed with the Principal. The Principal will arrange a time when you can outline your concerns in more detail. Appointments will not be made with the Principal unless a parent/carer has tried to resolve the concern with the teacher or staff member involved. The Principal may then investigate and respond to the parent in a timely manner.
  
- 3) If no progress to the satisfaction of the complainant, the grievance is to be put in writing to the Principal, following which a meeting to discuss possible solutions will be held.
  
- 4) Measures and Solutions will be communicated to the relevant parties in line with privacy laws and guidelines
  
- 5) If no progress to the satisfaction of the complainant, the grievance is to be put in writing to the Catholic Education Southern Regional Office. Written concerns or complaints will be responded to in a timely manner by the Principal Consultant or Representative of the Southern Regional Office. All issues will be treated confidentially and pursued until they are resolved.

### **Grievances or Concerns regarding issues or concerns with Staff Members**

- 1) The grievance is to be discussed with the staff member
  
- 2) The grievance is to be discussed with the Principal
  
- 3) The grievance is to be put in writing to the Principal
  
- 4) The Principal shall investigate, and the teacher or staff member shall be informed of the concern or complaint
  
- 5) The staff member shall be given the opportunity to reply. If necessary, a mediation session will be arranged to listen to everyone's concerns, and focus on finding solutions in the best interests of all parties.
  
- 6) If no progress to the satisfaction of the complainant, the concern or complaint will be put in writing to the Catholic Education Southern Regional Office. Written concerns or complaints will

be responded to in a timely manner by the Principal Consultant or CEM representative. All issues will be treated confidentially and pursued until they are resolved.

### **Grievances or Concerns regarding the Principal**

- 1) The grievance is to be discussed with the Principal
- 2) The grievance is to be put in writing to the Principal and/or Parish Priest
- 3) The Principal shall be given the opportunity to reply
- 4) If no progress to the satisfaction of the complainant, the concern or complaint be put in writing to the Catholic Education Office. The Catholic Education Office shall report in writing to the concern or complaint on action taken and subsequent outcomes Further Information

In the absence of the Principal the Deputy Principal will deal with all matters. All communications under this policy will be treated as confidential to the parties concerned.

**May 30<sup>th</sup> 2019 to be reviewed May 2021**