



**St Cuthbert's Catholic School
Lindisfarne**

Grievance Procedures

Information for Parents & Students - 2014

GRIEVANCE PROCEDURES

INFORMATION FOR PARENTS

At St Cuthbert's Catholic School, we believe that the relationship between the home and school is a very important part of ensuring that children are happy, secure and open to learning. We recognise that parents and staff 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 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 your child's teacher. The best way to do this is to contact the School Office to arrange a mutually convenient time for a telephone call or a meeting.
- If you feel after your meeting with the teacher that the matter has not been resolved, or if you have a complaint about the teacher or another staff member, make arrangements to meet with or send your complaint in writing to the Principal.
- Try to stay calm when discussing your concern. Even if you don't feel it, being calm will help you communicate your concerns more clearly than if you are upset or angry.
- Remember: the staff at St Cuthbert's Catholic School 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 feel that the matter has not been resolved, or if your complaint is about a serious matter, send your complaint to the Southern Regional Director at the Tasmanian Catholic Education Office.
- 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 the Human Rights Commission. These might entail some financial cost to you.

NOTE:

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

GRIEVANCE PROCEDURES

INFORMATION FOR STUDENTS

At St Cuthbert's Catholic School, we believe that it is important that everyone feels happy and safe at our 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, concern or 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 with whom you are having the problem and if their behaviour is upsetting you, tell them to stop.
- If you feel that you cannot do this or if your talk with the person does not solve your problem, talk to a teacher about your concerns and ask him/her 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 and 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 feel that the matter has not been resolved, make a time to talk with the Principal about your concern.

EVALUATION

This policy will be reviewed as part of the school's policy review cycle and at times when emergency management procedures are under review.

Reviewed: 2007