COMMUNITY GRIEVANCE POLICY
St Brendan’s Somerville

RATIONALE

Positive, clear and fair processes for resolving grievances between the school and community members assist in the building of strong relationships, dispel anxiety and provide an enhanced learning environment.

PRINCIPLE

We believe that positive, clear and fair processes are needed to express and resolve grievances in a timely and effective manner.

PROCEDURAL GUIDELINES

- The school accepts the responsibility to consult and to communicate both clearly and effectively with the school community
- Community members have an obligation to read notices and newsletters, to attend briefings and to seek clarification, when required
- The following process is used to resolve grievances:
  - Try to establish the facts as clearly as possible by consulting all parties
  - When a child or an issue of everyday class operations is involved, initially an appointment needs to be made to see the classroom teacher, detailing the reasons for the appointment
  - To discuss issues involving school policy, operations beyond the child’s classroom and concerns about staff, an appointment with the principal may be necessary
  - A copy of this policy will be made available to the school community
  - All grievances are to be kept confidential
  - Community members may be accompanied by another person, in a support role, at appointments to solve grievances
- All formal discussions and processes, involving grievances will be documented
- The principal will provide community members with appropriate details of contact names in the Catholic Education Office, if grievances are not resolved

EVALUATION

This policy will be reviewed as part of the school’s review cycle.

This policy was ratified by the School Advisory Committee on March 1, 2010