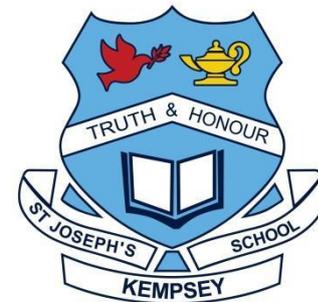


St Joseph's Primary School, Kempsey

GRIEVANCE RESOLUTION POLICY



RATIONALE:

- Our school has both a desire and a responsibility to ensure that high standards of conduct are maintained by staff and students at all times, and that grievances are managed and resolved fairly, efficiently, promptly and in accordance with relative legislation and Catholic Schools Office requirements.

AIMS:

- To provide a harmonious, positive and productive school environment.
- To resolve grievances fairly, efficiently, promptly and in accordance with requirements.

IMPLEMENTATION:

This policy is based on the belief that home and school form a partnership for the mutual benefit of the student. It acknowledges that best procedures are those which involve home, school and the student in positive interaction.

Any complaint made to school by a parent or student will be dealt with by the Principal or their representative. To be effective all complaints need to be dealt with sensitively, promptly and confidentially. Matters need to be resolved as swiftly as possible and ensure that all parties are treated with dignity and respect.

On those occasions where resolution is unlikely, then after due consultation with CSO staff, a decision needs to be reached that will enable the best learning outcomes for the student.

NO anonymous complaints will be accepted or acted upon.

THE PROCEDURE IS:-

1. A simple complaint may require investigation of the incident, identifying the issues involved, seeking a method to solve these issues and the resolution of the complaint. (**Procedure 1**)
2. From time to time parents and/or guardians raise concerns about practice or policy in schools. These concerns may be addressed at school level through an informal process. (**Procedure 2**)
3. When this may not be the case or the first procedures have been unsuccessful then a more formal structure is required. Then (**Procedure 3**) will be enacted.

In all cases the procedures aim to:

- *Resolve the complaint*
- *Ensure parents, students and staff are not victimised.*
- *Protect the rights of Staff.*
- *Provide a way forward from here.*

If the complaint relates to allegations under the Child Protection Legislation the Principal will follow the procedures for mandatory notification. (See separate Policy)

Procedure 1

- A complaint is received from a parent or student. This may involve another student, a staff member or another person.
- The Principal investigates the complaint keeping a record of all parties interviewed. A decision regarding resolution is made and this is acted upon. The decision is communicated to all involved.

Procedure 2

Complaints about school matters made to Principal or other Staff member.

When a complaint is received the Principal or other appropriate person will:

- Discuss the issue with the person who is the subject of the complaint.

- Provide a copy of any written complaint to the staff member who is the subject of the complaint (if appropriate)
- Notify the Parish Priest of complaint (if appropriate)
- Clarify any issues associated with the complaint.
- Investigate options for resolution.
- Discuss these options for resolution with all parties.
- Decide on option to be followed.
- Implement decision and monitor resolution.

Procedure 3

If matters cannot be satisfactorily resolved at school level or there is a formal complaint against the Principal the complainant should contact the Director of Schools. The Director may employ the services of another person to facilitate the process.

Should this occur the following steps will be implemented:

- Notify the Parish Priest of complaint.
- Clarify that the complainant has made contact with the school. That the complaint has been aired and a reasonable hearing obtained.
- Review/ Reassess what is the current source of dissatisfaction, e.g. what is left unresolved. Request this be presented in writing or document an oral complaint if appropriate.
- Approach the school i.e. the Principal who may, with some assistance, be able to resolve the issue at local level.
- Consult with all parties in an endeavour to resolve all issues.
- Provide feedback to all parties regarding the resolution of the complaint.

In resolving complaints it is important to remember:

1. The focus of effective complaint resolution is conciliation.
2. Any person who is able to assist in the process should be consulted.
3. Privacy should be maintained by all parties throughout the process.

EVALUATION:

- This policy will be reviewed as part of the school's three-year review cycle.

Verified by the School Leadership Team in February, 2016