

# **GRIEVANCE GUIDELINES**

At St John the Baptist Catholic School we believe issues and grievances should be clearly communicated to the appropriate parties and addressed in a timely, confidential and respectful manner. It is important that positive bonds and relationships are developed and celebrated and good news is shared. The flow charts below provides an outline for dealing with issues of concern.

### **Community Flow Chart**

#### I have a grievance about....

#### A School Policy or Procedure

Make an appointment to meet with a member of the Leadership Team

If unresolved express your concern in writing to the School Board

Email info@stjohnpl.catholic .edu.au

If the problem is not resolved seek guidance from Catholic Education South Australia (CESA) Ph: 8301 6600

#### A Staff Member

Make an appointment to meet with the person concerned

Discuss your concern in a calm and respectful manner

Listen to the staff member's response. Together decide the action to be taken by both parties. Set a time frame to review

If the problem is not resolved make an appointment to see a member of the Leadership Team

If the problem is not resolved seek guidance from Catholic Education South Australia (CESA)

#### A Student

Express your concern to the teacher. Under no circumstance should you apporoach a child directly with an issue

The teacher will address the concern through the school processes. The issue will be reported to a member of the Leadership Team if required. You will be advised of the outcome.

The school will deem whether it is necessary to contact parents of the child will follow up as appropriate

## A Member of Leadership

Make an appointment to meet with the person concerned

Discuss your concern in a calm and respectful manner

Listen to the response. If an agreement cannot be reached, arrange a time to meet with the Principal

If the problem is not resolved, seek guidance from Catholic Education South Australia (CESA)

#### **Another Parent**

Talk to the other parent in a calm and respectful manner

If unresolved please alert a staff member regarding the issue. Leadership will be advised if required.

If required, Leadership will mediate the dispute or suggest outside agencies to support you.

If you are hesitant about any of the above, please feel free to contact Kylie McBride who will be able to provide assistance. Please email <a href="mailto:info@stjohnpl.catholic.edu.au">info@stjohnpl.catholic.edu.au</a> or call 82936280.