POLICY: COMPLAINTS & GRIEVANCES

1. Rationale

At St Michael’s Primary School, Baulkham Hills, the dignity of each individual is valued and the rights and beliefs of all members of the community are respected. St Michael’s follows the Catholic Education Diocese of Parramatta Complaint Handling Policy and Procedures which is available from the school office and on the school website.

2. Aims

However, from time to time concerns may arise between different groups within the school community. At St Michael’s we aim to attempt resolution as soon as any concerns arise.

3. Implementation

Parents

Complaints or grievances pertaining to classroom issues or that relate to other children are to be dealt with by school personnel. It is not appropriate for parents to approach other children or other parents while on school premises to resolve issues.

The recommended procedure to be followed by parents is:

3.1 The first point of contact is the child’s class teacher. An appointment with the teacher should be made via the school office or directly with the teacher.
3.2 If parents are not satisfied with the solutions offered or believe they have not been given a fair hearing, they are encouraged to make an appointment with either the Principal or Assistant Principal, to discuss the issue further.
3.3 Parents are reminded that there are always two sides to every story and while it is important to listen to their own child, it is also just as important not to draw conclusions or make accusations until all the facts are known.
3.4 Parents may also contact Catholic Education, Diocese of Parramatta for further discussion.
3.5 All parties should aim to work towards a mutually agreeable solution to the grievance.

Students

The recommended procedure for students who have complaints or grievances is:

3.6 If and when issues arise in the classroom, students are encouraged to speak to the class teacher in order to seek assistance in finding a resolution.
3.7 Students encountering problems on the playground are asked to talk to the staff member on duty, who will then if necessary refer it to the class teacher or one of the school’s Leadership team.
3.8 Students may also speak to any other staff member regarding any issues.

4. Evaluation

Policy to be evaluated by staff in Term 4 of each year.

December 2016