



St Anthony's School Glen Huntly

GRIEVANCE AND RESOLUTION POLICY

Rationale

The purpose of this policy is to provide clear and effective processes for resolving grievances between school community members: parents, staff, and students. Our school prides itself on clear, consultative and open communication with staff, parents and students. However, there may be times when members of the school community disagree, are misinformed or are unaware of all the relevant information regarding an issue. Effective processes for resolving complaints assist in the building of strong relationships, dispel anxiety and ultimately provide students with a positive learning environment and staff a safe workspace.

Aims

- To provide clear, positive and fair processes that allow grievances to be aired and resolved in a timely, fair and effective manner.

Implementation

If any member of the school community has a cause for concern regarding an issue at school, then it is best dealt with in an environment of mutual respect for all parties – this is also what we aim to model to our students.

- Where appropriate issues are best handled by discussion directly with the person involved
- It is advisable to make an appointment with the person or people concerned so that the matter can be handled in an appropriate manner
- The Principal or Parish Priest are to be consulted in issues that are more serious or have a high emotional content
- Parties involved are to establish the facts as clearly as possible, without prejudice
- The Parents and Friends' Association and the School Advisory Team are not appropriate forums for airing grievances. If grievances are raised in either forum then they are to be redirected to the Principal or Parish Priest.

Classroom Issues

It is important to understand that it may not be possible for the parties to respond immediately to phone calls or emails particularly out of hours or during teaching time (8:30am - 3:45pm). The relevant staff member will endeavour to return your call or email within two working days or their next working day. If you have a sensitive issue or would like to discuss a concern, please make an appointment with the parties involved to discuss either in person or via phone conversation (avoid doing so in email). Email or communication that contain inappropriate language or are aggressive or hostile in nature will be passed on to school leadership for follow up.

School Issues

An appointment should be made with the Principal or Deputy Principal to discuss issues involving school policy, operations beyond your student's classroom, concerns about staff or any other sensitive issue. All formal discussions, processes and outcomes involving complaints will be documented.

Confidentiality

All grievances are to be kept confidential.

Professional Reputation of Staff

The school places high value and priority on maintaining a safe and respectful working environment for our staff. The school regards certain behaviours as harmful and unacceptable insofar as they compromise the safety and professional wellbeing of our staff. These behaviours include, but are not limited to:

- Shouting or swearing, either in person or on the telephone

- Physical or verbal intimidation
- Aggressive hand gestures
- Writing rude, defamatory, aggressive or abusive comments to/about a staff member in any form
- Racist or sexist comments
- Damage to or violation of possessions/property

Unacceptable Behaviour

When a Parent / Guardian / Carer acts in such unacceptable behaviours, as abovementioned, the Parish Priest, Principal or Deputy Principal, or a senior staff member will seek to resolve the situation and repair relationship through discussion and/or mediation. Where a parent's behaviour is deemed likely to cause ongoing harm, distress or danger to a staff member and/or others, the School may exercise their legal right to impose a temporary or permanent ban on the Parent / Guardian / Carer from entering the school premises. Any violence that causes harm to the staff member and/or his/her property will be reported to the police and Catholic Education Melbourne.

Safe and Sound Practice Guidelines (Catholic Education Commission Victoria, 2014)

In the event that staff safety and wellbeing is compromised as per any of the above, the staff member(s) will take steps to conclude the communication and ask the Parent/ Guardian / Carer to leave. The staff member will then seek administrative support.

Evaluation

This policy will be reviewed as part of the school's cyclical review process

Policy ratified by the Leadership Team 2018