



St Mary's College Board

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GRIEVANCE POLICY AND PROCEDURES

Values

This policy is based on the gospel values: love and respect for all; forgiveness and reconciliation and restoration of just relationships.

Principles

As a school community we are committed to working together to meet the educational needs of our students. This occurs most effectively when staff, students and parents are working towards the same ends. This can only happen if there is trust, and open and effective communication between the people within the school community.

Staff members (including school leaders), students and parents who work well together, treat each other with respect and integrity, and act to resolve concerns and conflicts promptly and effectively enable this to happen. This promotes a productive and happy work environment as well as the social health of the school community.

This policy and procedures do not supersede other relevant policy such as Child Protection, Privacy Act, Workplace Bullying and Harassment etc.,

All community members can assist with resolution of the issue by:

- Addressing the issue, rather than trying to ignore it;
- Stating clearly and objectively, giving specific instances where appropriate
- Seeking a solution that attempts to meet the needs of those concerned

When someone raises a concern we are committed to:

- listen to concerns with an open mind and seek to understand them
- maintain confidentiality
- treat each other decently
- investigate any relevant issues carefully
- resolving any problems in ways that respect individuals and attempt to meet the needs of all concerned as fairly as possible
- communicating clearly, sensitively and objectively
- establishing time lines for actions and review for any resolutions

Procedures; Timeframes

1. **Initial circumstance:** Immediate or as early as practical direct sharing of concerns by those involved with a view to early and mutual resolution.
2. **Sustained concern remains:** support provided by the most appropriate person at the lowest possible level within 7 days of initial concern.
3. **Unresolved concerns or an inability to achieve reconciliation:** within 7 days of step 2 Principal to be informed so that appropriate support is provided.
4. **Where the issue is not able to be resolved at College level:** referral to Catholic Education Office through the Senior Education Officer.

Procedures; Guidelines

| STUDENTS with a grievance should: | PARENTS/CAREGIVER with a grievance should: | STAFF (& Volunteers) with a grievance should: |
|---|--|--|
| <ol style="list-style-type: none"> 1. Talk to the person about the concern. Discuss the question or concern directly with the person involved, stating the problem clearly and objectively. Seek to resolve it in a way that respects the needs of those involved. 2. If you feel uncomfortable, speak to someone, who you feel comfortable with. Talk to a Teacher or School Officer, Student Representative Council Representative and/or your parents about the problem at an appropriate time. 3. Allow a reasonable timeframe for the concern to be addressed. 4. If the concern is unresolved, speak to your parent(s)/caregivers. 5. If the concern is not addressed arrange a time for your parents and you to speak with the Teacher, and/or the appropriate staff member in Middle or Senior Management. 6. If you are still unhappy arrange a time to discuss the issue with the Principal. 7. If the concern is not addressed your parents should arrange a time to discuss the matter with the Senior Education Officer from the Catholic Education Office. | <p><u>Issues related to classrooms:</u></p> <ol style="list-style-type: none"> 1. Talk to the teacher about the concern. Discuss the concern stating the problem clearly and objectively. Seek to resolve it in a way that respects the needs of those involved. 2. Allow a reasonable timeframe for the concern to be addressed. 3. If the concern is not addressed arrange a time to speak with the appropriate staff member in Middle or Senior Management. 4. If you are still unhappy, please arrange a time to discuss the concern with the Principal. <p><u>For Issues related to school policy:</u></p> <ol style="list-style-type: none"> 1. Arrange a meeting time with the appropriate staff member in Middle or Senior Management. 2. Allow a reasonable timeframe for the issue to be addressed. 3. If you are still unhappy arrange a time to discuss the issue with the Principal. 4. If you are still unhappy arrange a time to discuss the matter with the Senior Education Officer from the Catholic Education Office. | <ol style="list-style-type: none"> 1. Talk to the person about the concern. Discuss the concern directly with the person involved, stating the problem clearly and objectively. Seek to resolve it in a way that respects the needs of those involved. 2. Allow a reasonable timeframe for the issue to be addressed. 3. If the concern is not resolved speak to the appropriate staff member in Middle or Senior Management for support. It may be appropriate to contact Union Representatives, College Counsellor or nominated Officer. Ask their support in addressing the grievance by: <ul style="list-style-type: none"> ▪ speaking to the person involved, on your behalf ▪ monitoring the situation ▪ acting as a mediator <p>This recommended framework does not negate Award provisions for grievance management; it simply represents an option for early resolution of concerns.</p> <ol style="list-style-type: none"> 4. If the concern is not resolved the Principal must be informed of the unresolved concern. 5. If the issue is not resolved within a reasonable timeframe at the College, arrange a time to speak to the Senior Education Officer from the Catholic Education Office. |