VALUES: Understanding, Compassion, Justice, Respect, Concern, Tolerance, Honesty, Integrity

DEFINITIONS: “Resentment against an unjust act” (Macquarie Dictionary)

POLICY: Saint Clare’s school community encourages clear and effective processes for resolving grievances between school community members. We believe that this fosters strong relationships, dispels anxiety, and ultimately provides students with an enhanced learning environment.

GUIDELINES: Our school prides itself on clear, consultative and open communication.

While Saint Clare’s staff accepts the responsibility to consult, and to communicate both clearly and effectively with the community, community members also have an obligation to read notices and newsletters, to attend meetings, and to seek clarification when required.

Saint Clare’s community embraces honesty and integrity and will deal only with information of a first hand nature. All grievances shall be kept confidential.

It is essential that the established processes are followed in a timely manner in order to resolve grievances (Please refer to attached flow charts)

It is important that school community members recognise that teachers cannot be engaged in lengthy discussions while they are responsible for a group of students. School community members should make an appointment to meet at a mutually convenient time, detailing the issues of concern.
While understanding may be sought from the School Board, this forum should not become a medium for community complaints. Board members will not become involved in confidential or personal issues, and will generally refer specific grievances to the principal.

Community members and staff may be accompanied by another person, in a support role, at appointments to resolve grievances. (Any third party that attends a meeting is there in a supporting role as an observer only).

All formal discussions and processes involving grievances will be documented.

As a final court of appeal, the principal will provide community members with appropriate diocesan contact names and numbers if grievances are not resolved.