SAINT CLARE’S SCHOOL
TULLY

SCHOOL COMMUNITY
GRIEVANCES

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 policies, 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)

For any grievance discussions school community members should make an appointment to meet at a mutually convenient time, detailing the issues of concern. Teachers cannot be engaged in a grievance discussion while they are responsible for a group of students.
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.

APPROVED:       REVIEW:
Saint Clare’s Catholic Primary School endeavours to resolve all grievances in a swift and courteous manner through encouraging open and honest communication between all parties. Staff are expected to follow the guidelines outlined below in order to allow grievances to be resolved at an appropriate level. Staff are also expected to respect the dignity and role of one another in the holistic education of all students and to enter all communication with an open heart and mind.
Saint Clare’s Catholic Primary School endeavours to resolve all grievances in a swift and courteous manner through encouraging open and honest communication between all parties. Parents and Staff are expected to follow the guidelines outlined below in order to allow grievances to be resolved at an appropriate level. Parents and Staff are also expected to respect the dignity and role of one another in the holistic education of all students and to enter all communication with an open heart and mind.
Saint Clare’s Catholic Primary School endeavours to resolve all grievances in a swift and courteous manner through encouraging open and honest communication between all parties. Parents and Staff are expected to follow the guidelines outlined below in order to allow grievances to be resolved at an appropriate level. Parents and Staff are also expected to respect the dignity and role of one another in the holistic education of all students and to enter all communication with an open heart and mind.