



Our Lady of Hope School Greenwith

POLICY DOCUMENT

GRIEVANCE POLICY FOR ADULTS

OUR LADY OF HOPE SCHOOL GRIEVANCE POLICY FOR ADULTS

A positive approach

From time to time parents, staff or others seek to raise a concern or make a complaint or identify a grievance. We see complaints as a process through which we can strengthen our relationships with the parents, staff and the school community we serve as we strive for continuous improvement in the delivery of our services.

Our policy is;

1. To treat each complaint on its merits and with consistency irrespective of the source of the complaint or the means by which it is received.
2. That the principles of natural justice and procedural fairness are observed.
3. That confidentiality is maintained as appropriate.
4. To ensure that our complaint handling procedures comply with the following:
 - Provide complainants with access to an open and responsive complaints handling process.
 - Enhance the ability of the school to resolve complaints in a consistent, systematic and responsive manner, to the satisfaction of the complainant and the school.
 - Enhance the ability of the school to identify trends and eliminate the causes of complaints, and to improve the school's operations.
 - Help the school create a customer-focussed approach to resolving complaints and encourage staff to improve their skills in working with complainants.
 - Provide a basis for continual review and analysis of the complaints-handling process, the resolution of complaints, and the process improvements made.

Grievance procedures for parents and caregivers

In most cases complaints are best resolved as close as possible to the source, which is at the local level, usually by making an appointment to speak with the relevant staff member or school leadership, as appropriate.

Where the issue is a class matter, either related to learning, play or student relationship issues, parents are asked to approach the classroom teacher in the first instance. If the issue is with a specialist teacher or another staff member, then parents are encouraged in the first instance to approach this staff member directly if they are comfortable to do so. If parents or caregivers have approached the classroom teacher or other staff member and they are not happy with the response or they feel that despite their approach the matter has not been satisfactorily addressed, they should approach school leadership.

Concerns can be raised a variety of ways, including in person - by making an appointment to speak to the teacher or school leadership, through the classroom communication channels or student diary, through email or by writing to the classroom teacher or school leadership. Communication to you regarding the issue raised will be made using the channel most appropriate and grievances will be acknowledged within 7 days.

If after doing this parents or caregivers are still dissatisfied with the way the matter has been dealt with, they may choose to complain to the Catholic Education Office. If they choose to complain to the Catholic Education Office their staff will first ask if the parent has raised their concern with the relevant School Principal and, if they haven't yet done so, they will encourage the parent to do so. If there is a particular reason the parent feels unable to resolve their complaint with the staff member or Principal, CEO staff will discuss this with you.

Complaints may be lodged with the Catholic Education Office in a variety of ways.

- By telephone (ph 8301 6000)
- By writing to The Director, Catholic Education Office,
PO Box 179 Torrensville Plaza SA 5031.

When lodging a complaint parents should include sufficient detail, i.e. their name and a daytime telephone number. It is also helpful if they provide some broad details such as who or what they are complaining about; the school their child attends and, if relevant, their child's name; the resolution they are seeking and any other relevant information.

The procedure for dealing with these complaints is summarised in the flowchart at attachment A.

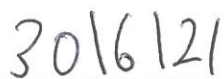
Grievance procedures for staff.

The policy and procedures for resolving complaints and grievances from staff are covered in the following SACCS and CESA documents.

- Procedures for Resolving Informal Complaints between Workplace Participants 2005.
- Procedures for Responding to Bullying & Harassment in the Workplace.
- Procedures for dealing with Allegations of Misconduct.
- Managing Allegations of Sexual Misconduct in SA Education & Care Settings.



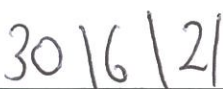
Chairperson



Date



Principal



Date

ATTACHMENTS:

Appendix A Procedure Flowchart for Resolving Complaints – Parents / Caregivers

PROCEDURE FLOWCHART FOR RESOLVING COMPLAINTS - PARENTS/CAREGIVERS

