



Grievance Procedure Policy

RATIONALE:

At St Joseph's School 'Grievance Procedures' are in place to deal with concerns, complaints, grievances and allegations of misconduct towards staff as well as complaints between workplace participants, bullying, discrimination and gender equity in the workplace. It also outlines procedures for student grievance.

It is only natural from time to time that concerns about what happens at school will arise. When this happens, we need to know the correct way to effectively have the concerns heard and acted upon.

Allegations of Misconduct

DEFINITION: Misconduct may be defined as conduct which is wrong, improper or unlawful. The types of conduct are not fixed; misconduct can take many forms. Misconduct may range from sexual, physical, psychological or emotional abuse to theft, abuse, assault or other types of improper or unprofessional conduct.

(SACCS – Procedures for dealing with Allegations of Misconduct, 2005)

Discrimination and Harassment

DEFINITION: Discrimination is making unlawful distinctions between individuals and groups on the basis of any of these attributes.

Age, lawful sexual activity, physical features, industrial activity, career status, disability, marital status, parental status, political belief, pregnancy, race, religious belief, sex, personal association with a person who is identified with reference to any of those listed. etc.

DEFINITION: Harassment is any behaviour which is unwelcome. Harassment has the effect of offending, humiliating or intimidating any person at whom it is directed. Harassment can involve the abuse of power. Harassment can be verbal, non-verbal and physical harassment.

Grievance Procedures for Students, Parents and Staff

At St Joseph's School we pride ourselves on maintaining positive relationships within the community to ensure that all children have the best chance of success. This means relationships between parents, teachers and students must be positive and regarded with extreme trust and honesty.

Grievance procedures in St Joseph's School are reliant upon the SACCS Policy statements listed in the References at the end of this document. These documents are found at :

<http://online.cesanet.adl.catholic.edu.au/docushare/dsweb/HomePage>

Staff members, students and parents must treat each other with respect and integrity, and act to resolve concerns and conflicts promptly and effectively. The following guides for each group will be used at St Joseph's Parish School.

Students

When a conflict involving students occurs between two parties:

- Students are encouraged to solve it themselves by:
- Working with peers to identify the issue and plan for a successful outcome.
- Considering personal ownership of the problem and determining what they could do differently.
- Ignoring it and walking away.
- Saying 'no' in an assertive manner
- Telling the other person to 'Stop!'
- Using 'I' messages

If the problem cannot be solved, or is still causing concern, or if it is a complex problem, then the student will need to speak to their class teacher, the Principal, the community Counsellor or the Priest.

If needed, a meeting with all people concerned may be held and will result in a negotiated action plan. All parties will need to abide by the plan.

If non-resolution/reconciliation is reached, further meetings may be held. These may involve outside agencies.

See the attached flow chart. (Appendix 1)

Parents/Caregivers

The parent needs to talk about the problem with the person directly involved. Discuss the question or concern directly, stating the problem clearly and objectively. Seek to resolve it in a way that respects all the needs of those involved. The complaint needs to be specific (describe an incident and/or quote the words used). People are entitled to raise complaints with all parties involved and have the opportunity to be heard. All parties need to respect appropriate confidentiality. All complaints will be resolved in a non-threatening, respectful manner and in a safe and caring environment. Where appropriate, the parties will attempt to resolve the complaint informally.

Should the matter remain unresolved, the parties will seek to resolve the complaint by approaching the Principal/School Board Chairperson. The Principal/School Board Chairperson has the responsibility to follow an appropriate process of investigation and mediation at the school level with the parties directly involved.

If the complaint remains unresolved after intervention by the Principal/School Board Chairperson, then parties may take concerns to the Catholic Education Office, Pt Pire or Adelaide.

See the attached flow chart. (Appendix 2)

Issues Related to School Policy

- Arrange a meeting with the Principal to discuss your concern.
- Allow a reasonable timeframe for the issue to be addressed.
- Make further effort to meet and evaluate the discussion.

- If you are still unhappy arrange a time to resolve the issue with the Principal Consultant.
See the attached flow chart. (Appendix 2)

Staff or Volunteers

Talk to the person about the problem. Discuss the question or concern directly with the person involved, stating the problem clearly and objectively. See to resolve it in a way that respects the needs of those involved.

Allow a reasonable timeframe for the issue to be addressed.

If the grievance is not resolved speak to your Principal, Harassment Officer, Beginning Teachers Consultant or Union Representative. Ask for their support in addressing the grievance.

If the issue is not resolved within a reasonable time arrange a time to speak to the relevant CESA contact.

See the attached flow chart. (Appendix 3)

See attached Flowcharts:

Appendix 1: Student Grievance Procedure

Appendix 2: Parent/Caregiver Grievance Procedure

Appendix 3: General Grievance Flowchart

Signed:

Chairperson School Board: Emma WarnerSeptember 2024

Principal: Don DePalmaSeptember 2024

Policy Review Date: September 2024

Next Review Date: September 2027

STUDENT GRIEVANCE PROCEDURE

Appendix 1

If you have a problem, you need to follow these 4 steps:

1.  Solve it by yourself.  
 - ◊ Ignore it and walk away.
 - ◊ Stand up straight and look the person straight in the eyes and say "Stop, I do not like it when you....."
 - ◊ Say, "I want you to stop."
2.  Seek the help of a friend.  
 - ◊ Your friend can say, "My friend doesn't like it when you and they want you to stop".
3.  Go to a teacher.  
 - ◊ Say what your problem is and what steps you have taken.
 - ◊ Talk to a parent or any adult you feel comfortable talking with.
4.  Go to the Principal or Counsellor.  
 - ◊ Say what steps you have taken.

EVERYONE HAS A RIGHT TO FEEL
SAFE AND HAPPY AT SCHOOL!

Parent/Caregiver Grievance Procedure

Appendix 2

**Your Child's
Learning**

Speak to the Class
Teacher

Make an appoint-
ment
to speak to
the Principal.

**Other
Students**

Speak to the Class
Teacher

Make an
appointment
to speak to
the Principal.

**School
Policy**

Speak to the Class
Teacher

Make an
appointment
to speak to

School Board

Diocesan Office

**Staff
Issues**

Speak to the Class
Teacher

Make an
appointment
to speak to

Diocesan Office

Grievance Flowchart

Appendix 3

