



ST ANGELA'S PRIMARY SCHOOL CASTLE HILL

COMPLAINTS AND GRIEVANCES HANDLING PROCEDURE 2019

The following items from the School mission Statement underpin this Complaints and Grievances Handling Policy:

Our challenge as educators is to build a learning community in partnership with the home and parish, which models relationships based on:

- **Mutual respect**
- **Affirmation and welcoming of individual differences**
- **Sharing and forgiveness**
- **Collaboration and support**
- **Generosity, gratitude and service.**

Our community rejoices in:

- **Nurturing cooperative relationships between students, staff, parents and parishioners**
- **Using effective ways to communicate within and across the school community.**

At times, issues may arise that cause concern between members of the school community. So that concerns can be addressed quickly and effectively, the following procedures are followed.

At all times the dignity, rights and beliefs of all those involved are respected.

Parents

Complaints or grievances pertaining to classroom issues, or that relate to other children, are to be dealt with by school personnel. It is not appropriate for parents to approach other parents or their children with the intention of resolving the issues.

The recommended procedure to be followed by parents is:

- The first point of call is the child's class teacher. Contact the school office via email or written note to the teacher to make an appointment with the teacher concerned.
- If parents are not satisfied with the solutions offered or believe that they have not been given a fair hearing they are encouraged to make an appointment with the Assistant Principal or Principal to discuss the issues further.
- If the matter is not resolved by the school leadership, parents will be offered the contact number for the Catholic Education Office.

Students

The recommended procedure for students is:

- If issues arise in the classroom, students are encouraged to speak to their class teacher in order to seek assistance in finding a resolution.
- Children encountering problems on the playground are asked to talk to the staff member on duty at the time of the incident. If they believe that their concern has not been adequately addressed they are encouraged to speak to their class teacher.
- Children have the right at all times to speak to the Principal, Assistant Principal or any other staff member about issues, complaints or grievances they might have.

The Process for Procedural Fairness

Procedural fairness underpins all issues that deal with the management of students. Procedural fairness is based on the following two elements:

1. **The right of each person to be heard**
2. **The right of each person to an impartial decision**
 - **The right of each person to be heard**, which is enacted through the following steps:
 1. informing the student clearly about the facts of the matter or allegation through the use of non-judgmental language:
e.g. *'I have received a complaint that you hit Johnny yesterday afternoon on the bus'*
 2. informing the student of the steps that the process will take;
e.g. *'In order to find out about this issue.....'*
 - *I am going to interview you about what happened yesterday* (may involve written incident report)
 - *I will also interview the following students.* (as appropriate)
 - *After I've gathered all the information you will have an opportunity to respond.*
 3. providing an opportunity for the student to respond to all the information gathered:
 - **The right of a person to an impartial decision**, which includes:
 - The right to impartiality in the investigation and decision making process;
 - The right to an absence of bias in the decision maker.
 - 1. In serious matters the person investigating will confer with another staff member ie. Principal, Assistant Principal, or any other member of the leadership team before making a finding to ensure that there is impartiality in the decision making.
 - 2. Informing students and/or parents of the reasons for the decision.
 - 3. Ensuring that the student and family is satisfied with the process and understands the right to request a review.

Ultimately the decision maker must be careful to act and to be seen as reasonable, objective and just.