

GRIEVANCE POLICY FOR COMMUNITY MEMBERS PARENTS/CARERS, STUDENTS

As a member of the James Sheahan school community, you have the right to have your complaint/grievance heard and dealt with.

You are invited to raise genuine complaints/grievances with any member of the Executive staff and, if the complaint/grievance is serious, please approach the Principal immediately.

Members of the Executive are encouraged to listen to your complaint/grievance in a positive and sincere manner. They will help you to direct your complaint/grievance to the most appropriate person.

You have the right to be accompanied by another helpful, supportive person when you express your complaint/grievance.

An overview of the process which the school uses to manage complaints/grievances is:

- 1) Receive and clarify the complaint/grievance.
- 2) Where necessary send a copy of this Policy to the complainant.
- 3) Commit the complaint to writing if not already obtained.
- 4) Deciding how best to handle the complaint/grievance.
- 5) Gathering and documenting all information relevant to the complaint/grievance.
- 6) Making a decision about the complaint/grievance such that a resolution is reached and trying to put in place procedures which will help prevent a recurrence of the situation which caused the complaint/grievance.
- 7) After the initial grievance process has been exhausted, members of the James Sheahan community are encouraged to contact the Catholic Education Office, Bathurst.
- 8) If the grievance includes the Principal, the Secondary CEO (Bathurst) consultant should be contacted.

In our endeavours to manage your complaint/grievance, we strive for the following outcomes:

- ◆ To attempt to provide satisfactory resolution of complaint/grievance.
- ◆ To strengthen the partnerships and the notion of teamwork between all parties.
- ◆ To promote the school.
- ◆ To effect a review of current procedures with a view to the future improvement of the school's operations.
- ◆ To promote the development of a culture within the school community of accountability and responsibility to deal with complaints and grievances.

Complaints/grievance to be covered by this policy may include those experienced between staff/students; parent/student; staff/parent.

Examples of these complaint/grievances are

- ◆ Unacceptable behavior/conduct
- ◆ Criminal activity
- ◆ Failure to exercise duty of care
- ◆ Employee/employer grievance
- ◆ Harassment
- ◆ Parent/school authority
- ◆ Discrimination

Related documents

Harassment and bullying policy
CEO Policies and procedures manual

Anti Bullying Policy
JSCHS Staff Handbook

Special Needs – Teachers
CEO Policies and Procedures manual

School Harrassment
JSCHS Staff Handbook