St Patrick’s Primary School
Grievance Policy

*Responding to concerns in a timely, confidential and positive manner!*

**Rationale**

As a Catholic school, St Patrick’s Primary School is committed to the development of a community embracing the example of Jesus and teaching the Gospel values of compassion, fairness and respect. We acknowledge that as a community each individual has rights and responsibilities. The St Patrick’s community is committed to positive practices promoting the spiritual, social, cultural, emotional and academic purposes of education. We endeavour to provide an environment where grievances are responded to promptly, fairly and confidentially. We aim to deliver positive resolutions with accountable, realistic and satisfactory outcomes.

**Values**

St Patrick’s Primary School is a caring Catholic School, where each community member feels safe, included and respected. The issues of dignity, respect, compassion, equity and justice in the relationships between all people within the school community are of fundamental importance. Hence, our response is always confidential and positive.

**Policy Statement**

A resolution to a grievance from a student, employee or parent should be sought through informal discussions with the appropriate person in order to come to a mutually acceptable resolution. If this informal process is unsuccessful, a formal Grievance Procedure shall be followed.
**Consequences**

- All grievances are treated with the highest confidence.
- That all stakeholders are aware of the policy and procedures for raising and resolving grievances in a timely manner.
- Grievances are documented and referred to in a timely and confident manner.
- Confidentiality and reassurance are a priority in treating all stakeholders with respect and dignity.
- That all stakeholders know who they can go to for support.
- Induction of parents, volunteers, students and staff is part of the protocol for enrolment, employment and volunteers.

**Reference to documents:**

Grievance procedures for parents and students is available on the school website under the Policy section.

Grievance procedures for staff are available on the school intranet site.

* Reference to ‘Parents’ in this Grievance Policy includes Guardians and Caregivers.

**Date of Issue**  June 2014  **Date of Review**  June 2017

**David Adams-Jones**  **Jane Bonney**

St Patrick’s Primary School  St Patrick’s Primary School
Principal  Chair of Sub Committee Policy Development

**Other Documentation**

Catholic Schools Office Policy on Grievance

St Patrick’s Grievance Procedures for parents, staff and students

Diocese of Wagga Wagga Documents related to Grievance and Reconciliation.

Code of Professional Standards

Code for Parents and Volunteers