

St Mary Magdalene's Primary School



Grievance Policy for Adults

Developed by: Staff and School Board

Note: All references to 'staff members' include Administration staff, ESO staff, Teachers and Temporary Relieving Teachers

Underlying Assumptions, Philosophy and Rationale:

We at St Mary Magdalene's Primary School believe that:

- Safety is a basic human right and is a pre-requisite for our school to be able to carry out our mission to educate
- In a spirit of co-responsibility the school works in partnership with families for the benefit of our children
- The dignity of the human person is fundamental to Catholic teaching
- St Mary Magdalene's School operates in the wider community context where legal requirements exist and where we have an obligation to all students and families.

Purpose / Aims:

Through the application of this policy, we at St Mary Magdalene's School aim to:

- Base our policy on the Gospel values of freedom and justice for all people and an underlying belief in their dignity and uniqueness
- Provide an environment where each member of our community is recognized as a unique individual with rights and responsibilities
- Emphasise that reconciliation is an integral part to restoring relationships and building community
- Acknowledge the support and cooperation that already exists between staff, students, parents and caregivers.

Guidelines:

In support of this policy:

The Principal will:

- Ensure that all parents and caregivers have access to and a clear understanding of this policy including the flow chart that outlines the steps they need to take to achieve a positive outcome to their problem
- Encourage an atmosphere of listening and shared problem solving in an effort to find peaceful solutions to issues
- Behave in a manner which is conducive to the building of relationships
- Encourage parents and caregivers to participate in the review of this policy

- Ensure all parents and caregivers can access this policy which is included on the School Website www.smm.catholic.edu.au
- Ensure a member of the Leadership Team will address and attempt to resolve any problems which are brought to their attention.

All Staff members will:

- Ensure they are fully aware of this policy and encourage parents and caregivers to follow the steps they need to take to achieve a positive outcome to their problem
- Encourage an atmosphere of listening and shared problem solving in an effort to find peaceful solutions
- Behave in a manner which is conducive to the building of relationships.

Parents / Caregivers will:

- Ensure they are fully aware of this policy and the steps they need to follow to seek peaceful outcome to problems or concerns
- Abide by the school policies, rules and expectations while on the school premises and or attending school functions or any other form of school representation
- Work closely with the school to seek resolution to problems or concerns
- Behave in a manner which is conducive to the building of relationships.

Implementation:

St Mary Magdalene's School is committed to developing positive relationships between school and home. Clear lines of communication, including a defined process for dealing with issues of concern, contribute to this outcome.

In this light the following behaviours are considered inappropriate and unacceptable from all members of the St Mary Magdalene's School community:

- Offensive and threatening language, abusive language
- Harassment and bullying
- Physical violence
- Malicious gossip or untruths
- Intimidation of staff, parents, caregivers or students through verbal or non verbal communication.
- Confront another parent or caregiver's child or for any confrontation between adults to occur on school grounds

Further action will be taken

Signed: _____ Date: 2015
Principal on behalf of School Board

Review date: 2018

St Mary Magdalene's School Grievance Policy Flowchart for Adults

PROCEDURES:

The following guidelines may assist you to resolve your concern with the appropriate person e.g. the class Teacher, Leadership, parent / caregiver

STEP ONE:

Make an appointment with the person concerned.

- The best way to communicate this is by direct contact or a note. This allows for the arrangement of a mutually acceptable time, and the ability for all parties to be prepared and able to give their full attention to the matter.
- Inform the person of the topic for discussion.

STEP TWO:

Listen to each other and discuss possible courses of action and outcomes. It may help to note your concern prior to the meeting.

- Allow a reasonable timeframe for the issue to be addressed and feedback to be given.
- If not resolved, move to step 3.

STEP THREE:

Make an appointment with the most relevant Leadership Team member.

- If you consider the issue is still unresolved, state this at the conclusion of this meeting

STEP FOUR:

Contact the Catholic Education Office

GUIDELINES:

Before the meeting:

- Write down your thoughts so that you can remain clear about your most important concerns and what you hope to achieve from your discussions.
- You may wish to seek advice from a trusted friend. Remember to respect the confidentiality of any other persons who may be involved.
- Critically reflect – are your concerns justified? Could there be another side to this situation?

At the meeting:

- Clearly define the issue. State your needs.
- Offer possible solutions, aim for something you will both be happy with.
- Be prepared to compromise.
- Issue may be resolved.

If you consider that the issue is still not resolved, state this at the conclusion of the meeting.

After the meeting:

- You may decide to monitor the situation before meeting again.
- Arrange a follow-up meeting with the person concerned.