# All Saints Parish Primary School

# Communication & Grievance Policy

Ratified by SAC: 2014

Review: 2018

**Rationale**

All Saints Parish School is committed to working collaboratively to meet the needs of all members of the school community. All Saints Parish School believes that the relationship between the community and the school is a very important part of developing a healthy culture based on the gospel values of respect, trust, openness and love. In any community there are times when members feel a need to raise concerns. Such concerns can be resolved by engaging in an open and respectful conversation, however, there may be occasions when a member feels the need to make a formal complaint. All members of the school community have a right to be treated with respect and courtesy while having their concerns heard.

**Aims**

To provide a process that promotes harmony in a positive and productive school environment.

To provide guidelines for resolving concerns and grievances in a fair and consistent way.

**Implementation**

1. Identify the facts and full extent of the information about the problem.
2. Decide whether the problem is a concern, enquiry or formal complaint.
3. Make an appointment to meet with the Principal or Parish Priest or to have a phone conversation.
4. Remain calm and state the facts without becoming emotional or making a personal attack.
5. The person with the complaint may bring an advocate to the meeting.
6. If the matter is not been resolved after the meeting, a formal written complaint can be made to the Principal or Parish Priest.
7. All communications will be confidential unless otherwise agreed on.
8. All concerns, queries and formal complaints will be responded to within 7 days.
9. All formal complaints and the actions taken will be fully documented.
10. A person making a formal complaint may withdraw it at any time. Withdrawal should be in writing.
11. If a formal complaint is made against a person, that person will be informed of the nature of the complaint and have the right to respond.
12. If the matter cannot be resolved at the school level, a formal complaint can be referred to other authorities within the Catholic Education Office.
13. No one will be victimised as a result of making a formal complaint.
14. A person making a formal complaint has the right to be represented and supported by another person or agency, e.g. union, work colleague, friend, or other person of choice.
15. The Catholic Education Office Regional Consultant or the Director of Catholic Education may arbitrate in ongoing grievances issues.

**Evaluation**

This policy will be reviewed as part of the 4 year school improvement framework cycle.