



St. Thomas School & Pre-School

10 Rushton Street, Goodwood 5034

Ph: 8271-5674 Fax: 8272-6045

E-mail: info@stg.catholic.edu.au

www.stg.catholic.edu.au

Pre-school Grievance Policy

St Thomas School & Pre School is all about our children. We create and uphold a nurturing environment for our children, families, teachers, volunteers, and the wider parish. We are a Catholic community of educators and learners who strive for excellence in education, and we are innovative and collaborative in our approach. Our life long purpose is to maintain a sense of belonging for all our children encouraging them to reach their full potential.

St. Thomas School & Pre School recognizes that issues can arise within the school community that may sometimes cause people to feel aggrieved. This policy aims to resolve grievances by consultation, cooperation and discussion. It is desirable for matters to be resolved promptly at a local level.

1. STAFF OR PARENT/GUARDIAN GRIEVANCE PROCEDURE

1.1. Stage 1

It is intended that most issues will be resolved informally in discussion with child's teacher.

1.2. Stage 2

If the matter is not resolved a meeting may be arranged with the principal in which the teacher may or may not be involved. This process is not formally recorded.

1.3. Stage 3

Should the matter remain unresolved the person may lodge a formal letter to the Principal or Deputy Principal outlining their concerns and any relevant information regarding the grievance.

The School Principal/Deputy Principal will convene a meeting between the aggrieved person and the Principal /Deputy as soon as practicable following the receipt of the grievance.

Both parties are entitled to be accompanied at the meeting by a person of their choice

A record of the meeting must be made including the following applicable information;

- 1.3.1. The nature of the grievance and any documentation
- 1.3.2. The time/date of any incidents resulting in the complaint
- 1.3.3. The names of any witnesses
- 1.2.4. Any discussions held and relevant outcomes

Any such record should be signed off as accurate by the people concerned, with copies to the family or employee involved, and kept in the relevant staff or student file.

1.4. Stage 4

If the matter is not resolved to the satisfaction of both parties at the meeting in Stage 3, the Principal Consultant for St. Thomas School (CESA) will be asked to convene a meeting of the Principal Consultant and the people concerned as soon as practicable. The conditions outlined above in Stage 3 will also apply to a Stage 4 meeting.

1.5. Stage 5

If the grievance is not resolved to the mutual satisfaction of the parties by the conference at Stage 4, then either party may make application to the Catholic Education Office for conciliation and mediation.

2. STUDENT GRIEVANCE PROCEDURE

This procedure was developed with reference to:

- Vision Statement – SA Commission for Catholic Schools
- St Thomas Policy for the Development of Personal Responsibility R-7
- Bounce Back – Social & Resilience Program
- What’s the Buzz – Social & Emotional Skills Program
- Programme Achieve

The school action plan includes:

- review of policy on a regular basis
- staff professional development
- whole school awareness – parent information notes
- encouraging and promoting restorative justice
- peer mediation training for Student Leadership team
- awareness of new forms of bullying- internet and mobile phones
- student grievance flow chart available and displayed in classroom (see attachment)

2.1. Stage 1

Issues may be discussed with School Peer Mediators. (If violence is involved, a teacher should be involved from the start). A record of the discussion will be kept.

2.2. Stage 2

Issues may be discussed with the child’s teacher.

2.3. Stage 3

Issues may be discussed with the Principal or Deputy Principal. A record of the discussion will be kept.

2.4. Stage 4

A parent, guardian or other adult may liaise with the school on the child’s behalf. A record of the discussion will be kept.