



Concern/Grievance Guidelines and Procedures

Guidelines

These Guidelines and Procedures should be read in conjunction with the Siena School's Concern and Grievance Policy and the Concern and Grievance Flowchart

- Any concern with a staff member should be communicated to the College as soon as practicable in an effort to resolve the issue in the shortest timeframe.
- The flowchart following should be used to discern with whom initial contact should be made via a letter, phone call or email.
- If the concern has been communicated to Middle Leaders or members of the College Leadership Team, they are to refer this to the staff member to whom the concern relates as soon as possible (this may be preceded by some discernment of the nature and validity of the concern).
- It is recommended that parties to whom the concern is referred should seek advice in confidence from support persons or other Curriculum or Pastoral Leaders, APRE, APA, Deputy Principal or Principal prior to proceeding with a response to the concern.
- If issues are continuing or unresolved from the above contact, then a concern becomes a grievance and is escalated to the next level, in writing.
- Support people may be present at meetings for each party if required/requested.
- All meetings, conversations and email contact should be conducted calmly and respectfully, maintaining the dignity of all parties.
- Resolutions are to be documented by respective Teachers, Middle Leaders, Assistant Principals and Deputy Principal and forwarded to the Principal.
- A review of any agreed resolution may need to be undertaken after an agreed period of time.
- A reoccurrence of a similar previous concern/grievance should be referred to the level above which it was dealt with the previous time.
- Where no resolution can be reached at school level, the matter will be referred to the BCE Area Supervisor for intervention.
- If the concern/grievance relates to the Principal, it should be referred to the BCE Area Supervisor.
- If the concern/grievance is considered to be a Student Protection issue, contact is to be made with one of the designated Student Protection contacts or the Principal, or if it relates to the Principal, to the BCE Area Supervisor. Student Protection Guidelines can be found on the [College website](#).

The role of parents/carers/students/staff expressing a concern/advising a grievance

- Address the issue, rather than ignore it.
- Choose the person you wish to inform of your concern/grievance – refer to flowchart.
- State clearly and objectively the concern/grievance, giving specific instances where appropriate. Refer to matters that are relevant.
- Seek a solution that attempts to meet the needs of those concerned.
- Being receptive to other points of view.
- Address the issues rather than the personalities involved.

The role of the school personnel to whom a concern/grievance is notified

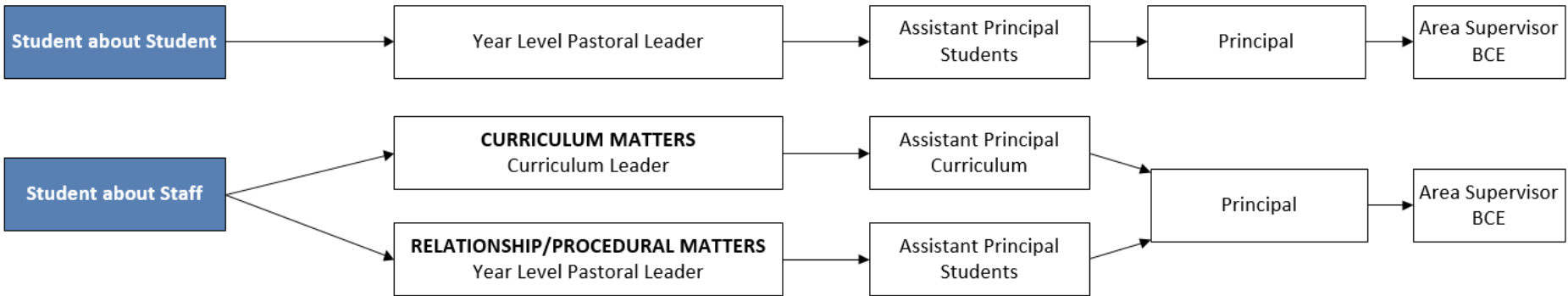
- Listen to concerns with an open mind and seek to understand them.
- Maintain confidentiality.
- Investigate any relevant issues carefully.
- Commit to resolving any problems in ways that respect individuals and attempt to meet the needs of all concerned as fairly as possible.
- Communicate clearly, sensitively and objectively.
- Establish timelines for actions and review for any resolutions.



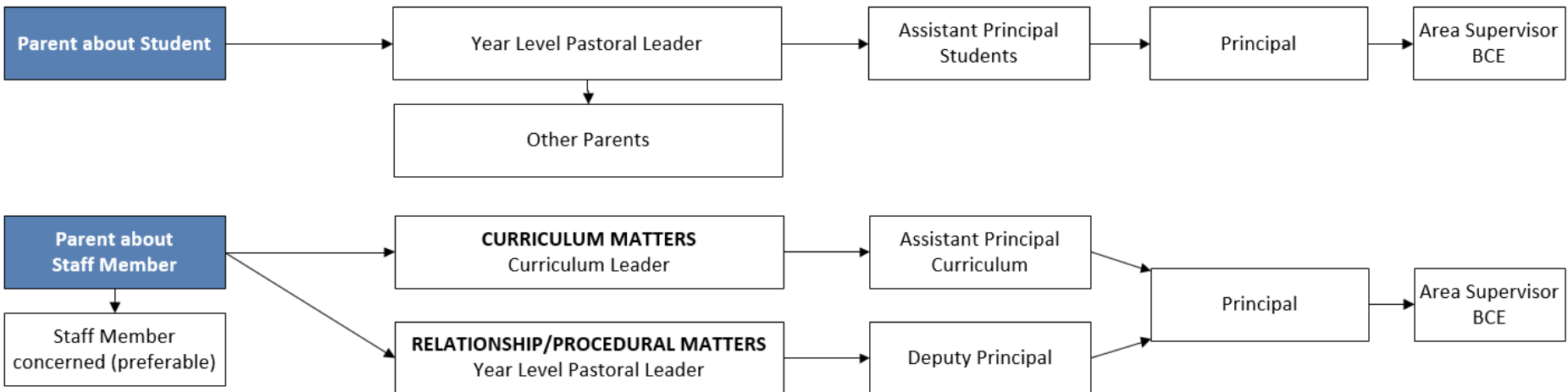


Concern and Grievance Process

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STAFF MEMBERS

