



Siena Schools Board



CONCERN AND GRIEVANCE POLICY STATEMENT

Policy

Siena is committed to ensuring that all members of the school community are supported and treated with dignity and compassion in an environment where concerns and grievances are responded to promptly, fairly and confidentially.

Positive resolutions with accountable and compassionate outcomes will be pursued.

Rationale

As a Catholic community we value positive relationships.

It is inevitable, based on our humanity that conflict will arise.

In dealing with conflicts, all parties involved should be treated with dignity, integrity and justice with the rights and differences of individuals respected and their responsibilities acknowledged.

We look for just, flexible and future oriented responses that best address the needs of students, parents, staff and the wider community.

Definitions

A **concern** is an issue raised by a student, parent or teacher who considers they may have been wronged because of an action, decision or omission within the control or responsibility of the school and is sought to be resolved through informal processes or mediation.

A **grievance** is a matter to be investigated according to a formal grievance process. This includes concerns that are not able to be resolved through informal processes or mediation, and matters relating to misconduct.

Guidelines

- Practices in response to a concern/grievance will reflect the principles enunciated in the policy
- Natural justice should be adhered to at all times
- All concerns/grievances should be dealt with promptly and an effective reporting method and timeline established
- Procedures/practices vary between the College and Primary School due to their different structures and organization - each school has its own process
- Diocesan protocols and procedures will be adopted as required. These can be viewed at www.bne.catholic.edu.au

This policy is not intended to replace any such specialised policies, guidelines and procedures to cover certain types of complaints/grievances that may occur in schools e.g. Student Protection policies and processes. Nor is it intended to apply to complaints alleging criminal or unlawful behaviour, which shall be referred to the proper authorities. It is to provide direction in how to deal with parental/carer and /or student complaints/grievances that may arise