



*St Augustine's*  
KEILOR

## Complaints & Grievances Policy

St Augustine's strives to be a community of faith, hope and love where communication takes place in an environment of respect, compassion, tolerance and inclusion in the interests of all students.

### **Rationale:**

- Positive, clear, timely and effective processes for resolving grievances between the school and community members assists in the building of strong relationships, dispels anxiety, builds trust and ultimately provides students with an enhanced learning environment.

### **Aims:**

- To provide clear, positive and fair processes that allow grievances to be aired and resolved in a timely and effectively manner.

### **Implementation:**

Our school prides itself on clear, consultative and open communication. While we accept our responsibility to consult, and to communicate both clearly and effectively with the community, community members also have an obligation to read notices and newsletters, to attend briefings, and to seek clarification when required. There may, however, still be times when members of the community disagree or are confused about the things that we are doing.

**It is essential that the established process as outlined below is followed to resolve grievances:**

- o Try to establish the facts as clearly as possible, be wary of third hand information or gossip.
- o If the matter involves your child or an issue of everyday class operation, please make an appointment to see their classroom teacher, detailing the reasons for the appointment.
- o When you are making a complaint you are advised that it is unlikely that staff will be immediately available to investigate the complaint. However details regarding the complaint can be taken by the office staff who will then pass it on to the appropriate person.
- o All staff and community members have a right to personal safety therefore threatening, abusive or physically violent behaviour will not be tolerated from anyone under any circumstances. You must use an appropriate speaking level and tone, communicate without using threats, abuse or offensive language, conduct yourself without using offensive gestures or behaviour.

- o The school will record the details of all complaints including the name and contact details of the persons making the complaint. The school will then refer the complaint to the most appropriate person to investigate. There will be many occasions that this will be someone other than the principal
- o An appointment should be made with the principal to discuss issues involving school policy, operations beyond your child's classroom, concerns about staff, or grievances that are probably not easily resolved.
- o The '*Complaints & Grievances Policy*' is accessible to all members of the school community.
- o While 'in principle' support may be sought from members of the Auxiliary or Education Board, both groups are in agreeance that they will not simply become a conduit for community complaints, will not become involved in confidential or personal issues, and will generally refer specific grievances about individuals to the principal.
- o The principal will determine whether or not an anonymous complaint will be investigated.
- o All grievances are to be kept confidential.
- o The principal may provide community members with appropriate departmental contact names and numbers if grievances are not resolved.
- o Following the investigation, the investigating staff will communicate with the family to provide their findings and an appropriate course of action to be taken, if any. This will be done in such a way that we are maintaining privacy and preserving the dignity of every individual involved.