Rationale
Positive, clear and effective processes for resolving grievances between the school and community members assists in the building of strong relationships, dispels anxiety, 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 possible, be wary of third hand information or gossip.
  o If the matter involves your child or an issue of everyday class operation, make an appointment to see their homeroom teacher, detailing the reasons for the appointment.
  o An appointment should be made with the Year Level Coordinator or Campus Director to discuss,
  o operations beyond your child’s classroom, concerns about staff, or grievances that are probably not easily resolved.
  o In the case of issues involving school policy an appointment should be made with the Principal
  o The principal will provide the concerned community member with a copy of this ‘Community Grievances Policy’ unless the matter is easily and satisfactorily resolved.
  o The School Board will not be 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 All grievances are to be kept confidential as possible.
  o Community members may be accompanied by another person, in a support role, at appointments to resolve grievances.

• All formal discussions and processes involving grievances will be documented.
• The principal and Chair of the College Board will exercise his/her judgement as to whether or not they will act upon anonymous complaints.
• The principal may provide community members with appropriate contact names and numbers of staff at EREA and / or the Catholic Education Office in the event that a grievance is not resolved.

Evaluation
This policy will be reviewed by School Council in accordance with the review schedule.