OUR LADY QUEEN OF PEACE CATHOLIC SCHOOL PARENT GRIEVANCE PROCEDURE

In a school community issues of conflict or concern can arise. The School Board believes we need to communicate clearly to ensure that issues or concerns are resolved in respectful and appropriate ways. It is important that grievances are kept confidential and that a time of reflection takes place before moving toward the Grievance Procedure. Criticism of the school, a student or a teacher does not support your child’s education as it undermines the trust between students, parents and teachers.

I have an issue about . . .

**A School Policy**
1. Make an appointment with a member of leadership to discuss your policy concerns.
2. Express your concern in writing to the School Board.
3. If the problem cannot be resolved, seek guidance from Catholic Education South Australia (CESA).

**A Staff Member**
1. Make a time to meet with the person concerned.
2. Discuss your concern in a calm and fair manner.
3. Listen to the staff member’s response. Together decide the action to be taken by both parties.
4. Agree upon a time to review the decision made.
5. If the problem is not resolved, make an appointment to see the principal.

**A Student**
1. Express your concern to a teacher. **Under no circumstances should a parent directly approach a student with an issue.**
2. The teacher will address the concern through school behaviour development processes and will report the issue to leadership. You will be advised of the outcome by the Principal or APRIM.
3. Where necessary, the parents of the child you have the complaint about will be informed of the issue and the appropriate consequence.

**Leadership**
1. Express your concern to the person.
2. Discuss your concern in a calm and fair manner.
3. Listen to the staff member’s response. Together decide the action to be taken by both parties.
4. Agree upon a time to review the decision made.

**Another Parent**
1. Take time to reflect on the concern.
2. Raise your concerns with the class teacher and/or leadership if it affects the learning or safety of students.
3. If warranted, leadership will mediate the dispute or suggest outside agencies to guide you.

4. Agree upon a time to review the decision made.
5. If the problem is not resolved, seek guidance from Catholic Education South Australia (CESA).