INTRODUCTION

Parents, caregivers and staff are committed to the wellbeing, safety and education of the children in our school. As co-educators of their children and members of the St John Vianney’s Primary School community, parents or caregivers have a right to be involved in their child’s learning, to be informed about their progress and to voice their concerns when issues arise.

SCOPE

This protocol relates to grievances raised by parents or caregivers within the St John Vianney’s Primary School community.

PRINCIPLES

In resolving grievances:

- confidentiality must always be respected by all parties
- it is expected that the child’s class teacher will be consulted in the first instance. However, for significant matters, direct referral to the School Leadership Team may be appropriate
- the best interests of the child are the primary focus of any discussion or outcome
- the rights, responsibilities and expectations are articulated in the St John Vianney’s Primary School Behaviour Management Plan
- while it is recognised that some issues may be emotive, communication between parties will be respectful and aimed at achieving a meaningful resolution whilst maintaining the dignity of all involved
- the outcomes are mutually agreed and there is a willingness to restore productive partnerships
- anonymity is not encouraged and cannot be guaranteed
- at no time is it acceptable for a parent or caregivers to address another child directly about the concerns
- it is inappropriate for parents or caregivers to approach other parents or caregivers
- unlawful matters should be referred directly to the Principal.

PROCEDURES

- Every attempt will be made to acknowledge receipt of grievances within two working days
- The initial point of contact for most issues or concerns will be by discussion with the classroom teacher pre-arranged at a mutually suitable time in an appropriate setting. Knowledge of the focus of conversation, before the meeting, can be beneficial to a positive outcome
- When a matter is raised, it will be addressed within a reasonable time and the parent or caregiver will be advised, if appropriate, of action taken and any outcome
- If the parent or caregiver is dissatisfied with the response or actions or does not believe that a satisfactory outcome has been achieved, the parent or caregiver is encouraged to discuss the matter with a member of the School Leadership Team
- The School Leadership Team member will respond to assist the parties to achieve resolution of the concerns
- If an outcome cannot be agreed upon, a resolution will be determined by the Principal.

REVIEW

- This protocol is updated as required.

Related documents – St John Vianney’s School Behaviour Management Plan

Approved by the SJV Leadership Team, SJV Staff and SJV School Board February 2013