1. POLICY STATEMENT

Each school and college within the Diocese of Rockhampton is to develop and document grievance procedures for parents and students in accordance with the attached guidelines and suited to the local context.

2. DESCRIPTION

If a parent or student has a complaint or concern that has not been satisfactorily resolved at the level at which it has arisen, a grievance may exist.

A grievance exists where a person believes a complaint or concern has not been handled appropriately or where they believe their needs have not been adequately met. If a parent or student has a grievance, a resolution may be sought through informal discussions with the Principal (or his or her delegate) about the problem in order to come to a mutually acceptable resolution, or through a formal grievance procedure.

There may exist at school or diocesan levels specialised policies and/or procedures to cover certain types of complaint that may occur in schools – for example, sexual harassment. This policy is not intended to replace any such specialised policies or procedures, but is to provide direction in areas not covered by them.

This policy is not intended to apply to complaints alleging criminal behaviour, which should be referred to the Director of Catholic Education for police action.

3. RATIONALE

The Policy exists to implement procedures to safeguard the rights and acknowledge the responsibilities of all parties, should a grievance arise.
4. IMPLEMENTATION ISSUES

1. While maintaining the integrity of the guidelines for grievance procedures the school principal will ensure that the procedures adopted are relevant to the local school context.
2. The school community is responsible for the regular monitoring and evaluation of the grievance procedures.
3. The Principal is responsible for the implementation of the procedures.
4. The school’s unique Catholic ethos is recognised when developing and implementing the procedures.
5. The procedures will be published annually for the information of the school community.

5. REFLECTION MATERIAL

DCEO POLICIES AND DOCUMENTS
Nil.

WEBSITES
Nil.

LEGISLATION
Nil.

RESOURCES
- Anti-Discrimination Principles for Grievance
- Centacare Grievance Policy and Procedures (Centacare Staff Manual)
- QIEU Grievance Procedures (Manual)