



M A R I S T C O L L E G E E M E R A L D

GRIEVANCE PROCEDURES



Grievance Procedures for Parents and Students

Preamble

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 adequately met. If a parent or student has a grievance, a resolution should be sought through informal discussions with the Principal (or his/her delegate) about the issue in order to come to a mutually acceptable resolution. If this informal process is unsuccessful, the formal grievance procedure shall be followed. There exists at school and/or diocesan levels specialized policies and/or procedures to cover certain types of complaints that may occur in schools – for example sexual harassment. This policy is not intended to replace any such specialized 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 shall be referred to the Director of Catholic Education and police.

Rationale

This policy exists to implement procedures that safeguard the rights and acknowledge the responsibilities of all parties, should a grievance arise. VALUES COMPASSION, JUSTICE, OPENNESS, DIGNITY, HONESTY, WITNESS, CONFIDENTIALITY, TRANSPARENCY. As a Christian community it is important that grievances are addressed in an atmosphere of mutual respect and compassion so that equitable resolutions can be reached.

Policy

Marist College Emerald aims to resolve grievances quickly and informally by consultation, co-operation and discussion. Should the informal process not be successful then a formal grievance procedure will be applied.

Implementation

1. The College Board in consultation with the College community will prepare a ISSUES grievance procedure.
2. The Principal is responsible for the implementation of the procedures.
3. Grievance procedures will be efficient, effective and equitable and reflect the College's Catholic Ethos.
4. The procedures will be published annually for the information of the College community.
5. The grievance procedure will clearly articulate:
 - The process to initiate the grievance procedure,
 - The appropriate channels/stages through which the grievance resolution will progress,
 - The persons responsible for the various stages,
 - The responsibilities of the person(s) initiating the grievance procedure and those responding to them.
6. It will be a priority to resolve grievances before they escalate.
7. Record keeping of grievances and consequent actions taken in relation to them will be kept confidential.
8. A formal grievance against the Principal is to be addressed to the DCEO through Assistant to the Director Schools Western Region.

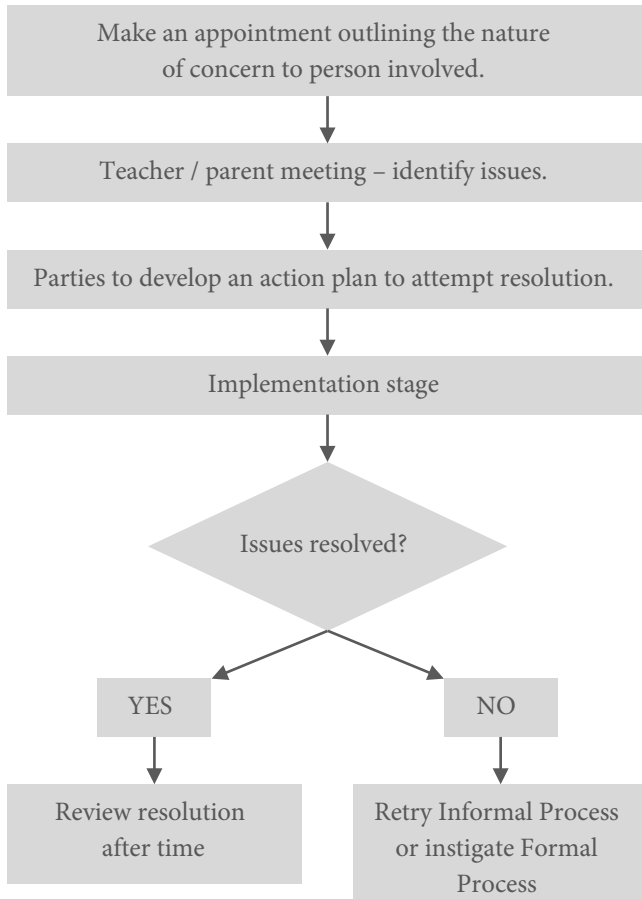
Reflection Material

- Diocesan Catholic Education Office Guidelines for Grievance Procedures for Parents and Students
- Diocesan Catholic Education Office Draft Policy and Procedures
- St Patrick's School Emerald Grievance Procedures



INFORMAL

Need to complete Informal Process before Formal Process Instigated



FORMAL

