



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

POSITIVE COMMUNICATION
(‘GRIEVANCE’) PROCEDURES

October 2018



1. VALUES

Justice, Tolerance, Respect, Dignity, Compassion, Witness and Reconciliation

2. DIOCESAN POLICY

These (Marist College) POSITIVE COMMUNICATION ('Grievance') Procedures have been developed by the College Board to align with the Diocesan Education Council Policy titled 'Grievance Procedures for Parents and Students' accessible on the Catholic Education – Diocese of Rockhampton website [www.rok.catholic.edu.au]

3. STATEMENT OF PRACTICE

Marist College seeks to achieve a sense of positive community for Students and between Staff and Parents. If and when concerns arise – for Parents and/ or Students – then the College seeks to address any such issues in an atmosphere of mutual respect, compassion and open communication so that mutual resolution can be reached in a timely manner.

4. COMMITMENT

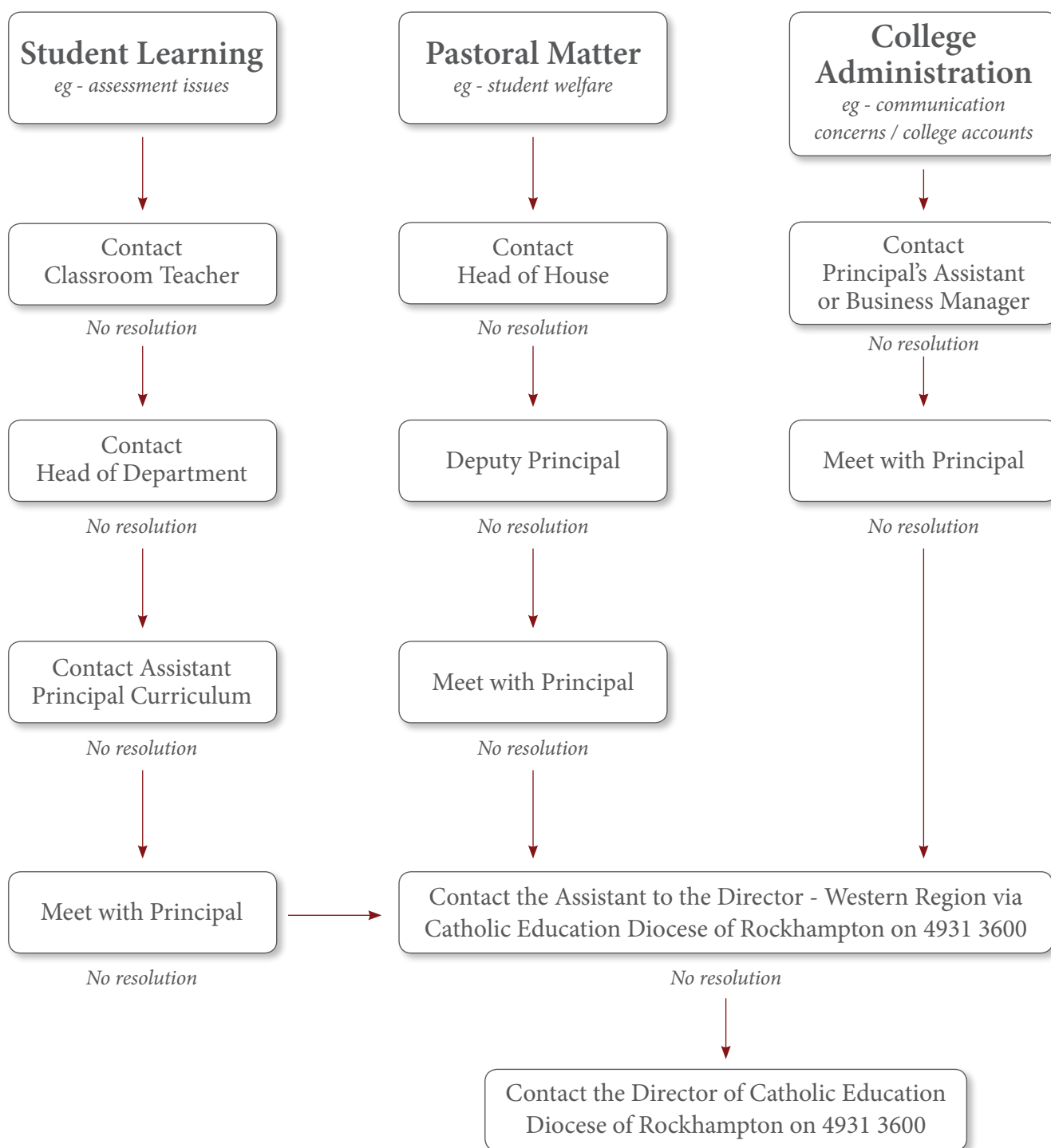
Should a Parent and/or Student of the College community have a concern that has not been satisfactorily resolved at the level at which it has arisen, then a 'grievance' may exist. Further, a 'grievance' may also exist where a Parent and/or Student believes a complaint or concern has not been handled appropriately or where his/her needs have not been adequately met. In such instances, the College's approach seeks to be consistent with the Canon Law principle of Subsidiarity – which calls for all parties to seek to resolve issues, concerns or grievances 'at the lowest level', in the first instance.





A POTENTIAL CONCERN HAS ARISEN

What area is the concern in relation to?





5. SUPPORTING GUIDELINES

Should a member of the College community (Parent or Student) wish to raise an issue, concern or grievance, the following overview provides guidelines for action:

A. Concerns in relation to Student LEARNING:

1. If the concern or grievance relates to Student LEARNING - such as classroom practice - then contact should generally first be made to speak with the relevant Class Teacher in the first instance - with the intention of seeking to arrange a mutually convenient time to meet to discuss the concern(s) and to facilitate a resolution.
2. [Note: Should a situation arise where it may not be feasible or appropriate to discuss a concern or the grievance with the staff member who is directly involved – then, in such instances it may be necessary to contact the staff member’s immediate supervisor (as detailed below).]
3. In normal circumstances, the next level of contact in relation to an issue, concern or grievance is the relevant Head/Co-ordinator of the Subject Department in order to seek to facilitate a resolution. (Should a Parent/Student be uncertain regarding the appropriate person to approach, then contact to the College Office can usually easily clarify this information and assist the process of contact.)
4. Should a matter remain unresolved then contact should be sought with the Assistant Principal Curriculum to seek to facilitate a resolution.
5. Should a matter remain unresolved then a meeting should be sought with the Principal to seek to facilitate a resolution.
6. If a resolution cannot be facilitated by the preceding steps (i.e., at College-level) or the grievance is in relation to the Principal, contact should be made with the Diocesan Catholic Education Office and in order to seek contact with the Assistant to the Director – Schools (Western Region) to facilitate a resolution.
7. If a resolution cannot be facilitated by the preceding steps or the grievance is in relation to the Director - Schools (Western Region), contact should then be made with the Diocesan Catholic Education Office and contact sought with the Director to facilitate a resolution.

B. Concerns in relation to Student PASTORAL matters:

1. If the concern or grievance is of a PASTORAL nature in relation to a Student, it should be first addressed with the relevant Head of House to seek to facilitate a resolution.
2. Should a matter remain unresolved then contact should be sought with the Deputy Principal to seek to facilitate a resolution.
3. Should a matter remain unresolved then a meeting should be sought with the Principal to seek to facilitate a resolution.





4. If a resolution cannot be facilitated by the preceding steps or the grievance is in relation to the Principal, contact should be made with the Diocesan Catholic Education Office and in order to seek contact with the Assistant to the Director – Schools (Western Region) to facilitate a resolution.
5. If a resolution cannot be facilitated by the preceding steps or the grievance is in relation to the Director – Schools (Western Region), contact should then be made with the Diocesan Catholic Education Office and contact sought with the Director to facilitate a resolution.

C. Concerns in relation to matters in relation to College ADMINISTRATION:

1. If the concern or grievance relates to an aspect of College ADMINISTRATION it should be first addressed with the Principal's Assistant or Business Manager, as appropriate, to seek to facilitate a resolution. (Should a Parent be uncertain regarding the appropriate person to approach, then contact to the College Office can usually easily clarify this information and assist the process.)
2. Should a matter remain unresolved then a meeting should be sought with the Principal or his/her delegate (i.e., appropriate Assistant Principal/Deputy) to facilitate a resolution. (Should a Parent be uncertain regarding the appropriate person to approach, then contact to the College Office can usually easily clarify this information and assist the process.)
3. If a resolution cannot be facilitated by the preceding steps or the grievance is in relation to the Principal, contact should be made with the Diocesan Catholic Education Office and in order to seek contact with the Assistant to the Director – Schools (Western Region) to facilitate a resolution.

If a resolution cannot be facilitated by the preceding steps or the grievance is in relation to the Director – Schools (Western Region), contact should then be made with the Diocesan Catholic Education Office and contact sought with the Director to facilitate a resolution.

6. CONSIDERATIONS

1. It is imperative that a sense of mutual respect, honesty and a willingness to search for an equitable resolution to be uppermost in the minds of all who engage in seeking solutions to a problem, concern or grievance:

For example:

- Establish the facts of the matter and isolate the problem.
- Focus on the facts and offer solutions to the problem.
- Engage in open discussion, listen to answers and avoid jumping to conclusions in the initial stages of the process.
- Negotiate a solution.
- Agree on the implementation and fix a review date if necessary.





2. It is important that communication be commenced as soon as possible so that the issue can be resolved at the earliest possible stage and in a timely manner.
3. Where circumstances suggest that such an approach would be most effective - and the parties are agreeable - arrangements for internal mediation can be made available - at each level of subsidiarity within the College.
4. A person with a grievance may nominate a Support Person (in a form/manner consistent with relevant industrial legislation/ Agreements).

Resource:

CATHOLIC EDUCATION POLICIES AND DOCUMENTS

Guidelines for Grievance Procedures – For Parents and Students 2016

<http://www.rok.catholic.edu.au/wp-content/uploads/Grievance-Procedures-for-Parents-and-Students-2015-04.pdf>

