



## GRIEVANCES AND COMPLAINTS - PARENTS

### Policy Statement:

Galilee Regional Catholic Primary School is committed to providing a safe and supportive working and learning environment for all members of the school community. To achieve this the school fosters trusting and cooperative relationships where regular, open and constructive communication between all stakeholders is encouraged. The school acknowledges that misunderstandings and differences of opinion may occur from time to time and that these need to be resolved in a satisfactory manner for all parties. Galilee Regional Catholic Primary School has developed a framework for resolving parent, caregivers or student complaints and grievances in a timely, dignified and respectful manner.

### Relevant Policies:

Privacy Policy; Child Safety Code of Conduct & Policy; Reportable Conduct Scheme Legislation; Galilee Parent Information Booklet; Anti-Bullying Policy; Mandatory Reporting; Parents, Visitors & Volunteers Policy.

1. Communication	Complainant	<ul style="list-style-type: none"> <li>● Meetings with staff should be made at mutually convenient times. It may not be possible for staff to respond immediately to phone calls or emails particularly out of hours (after 5pm) or during teaching times (8:45am–3:45pm).</li> <li>● The classroom teacher will endeavour to return phone calls or emails as soon as possible. However, please allow up to two school days for a reply regarding matters that are important but non-urgent.</li> <li>● Confidential or sensitive conversations should always occur after making an appointment with the appropriate classroom teacher to discuss in person. Email discussions of such matters should be avoided.</li> <li>● Staff should not be approached regarding an issue with other parents or students present.</li> <li>● Galilee Regional Catholic Primary School will not tolerate parents who approach children or parents from other families with a school related complaint.</li> <li>● In the interests of safety and respect for all within the school community, parents must bring their concerns or complaints to the relevant Staff Member, Deputy or the Principal to ensure that an appropriate resolution can be achieved.</li> </ul>
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		<ul style="list-style-type: none"> <li>Where a resolution has been achieved, this should be communicated to the person notified at the earliest convenience.</li> </ul>
2. Content	Staff	<p>Complaints should ideally be documented and contain:</p> <ul style="list-style-type: none"> <li>Name and contact details of the person with a concern or complaint;</li> <li>The date the concern was expressed or complaint made;</li> <li>The form in which the concern or complaint was received (such as face-to-face, by telephone, in writing, by email);</li> <li>A brief description of the concern or complaint;</li> <li>Any recommendations for future improvement in the school's policy or procedures.</li> </ul>
3. Complaints against staff	All stakeholders	<p><u>Misconduct:</u></p> <p>All complaints of alleged misconduct or serious misconduct by a teacher or staff member should be firstly reported to the Deputies or Principal of the school. Complaints about teachers can also be reported to the Victorian Institute of Teaching (VIT) and Catholic Education Melbourne.</p>
4. Resolution	All staff	<p>Where a concern or complaint is substantiated in part or in whole and a resolution has been agreed upon, the school will offer an appropriate response. This may include, but not be limited to the following:</p> <ul style="list-style-type: none"> <li>An explanation or further information about the issue;</li> <li>Mediation, counselling or other support;</li> <li>An apology, expression of regret or admission of fault;</li> <li>To change its decision;</li> <li>To change its policies, procedures or practices;</li> <li>To cancel a debt (such as for school payments).</li> </ul>

Version: 2

Reviewed: 12th March, 2020

To be reviewed: December 2021