



Grievance and Resolution Policy

Rationale

In keeping with our Vision and Mission Statement we believe that all members of the school community (staff, children and parents) have the right to a learning and working environment which reflects love, hope, inclusivity, connectedness and justice. We all share a responsibility to create a culture of caring and positive resolution. This policy builds on our schools and diocesan vision and mission and practices to provide clear and agreed procedures and strategies for airing a grievance when a resolution is sought.

As adults, **we keep safe, we show respect and we build community by:**

- Supporting and abiding by the IHM school policies, rules and expectations
- Acting in a manner which is conducive to the building of relationships
- Respecting all school property
- Ensuring all problems and concerns are dealt with according to the structure outlined in this policy

Despite our dignity and willingness to keep safe, show respect and build community, we are in fact human and may at times be faced with a problem or concern to be addressed and possibly relationships restored.

A problem may involve:

- Offensive, abusive language
 - Bullying or harassment
 - Physical violence
 - Intimidation of staff or parents by verbal/non-verbal language
 - Cyberbullying
- Refer to IHM 'Anti bullying and Anti-Harassment policy (2022).

Guidelines and Process

If a problem relates to your child, then you are asked to:

- Remember that this is also a learning time for children - you are role modelling a positive, hope filled and dignified approach to solving a problem
- Keep an open mind. The first task is to seek clarification as you may not have all the facts
- In a friendly manner, make an appointment to see your child's class teacher or the teacher concerned. Finding an appropriate time is important, such as when a teacher is free from teaching or supervising
- Adopt an attitude that clarification is needed and that together the problem will be resolved
- Work together to solve the problem / conflict for the benefit of the particular child.

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If the problem or concern is not resolved satisfactorily, arrange a suitable time to speak with the Assistant Principal or the Principal.

If a problem relates to another adult, then you are asked to:

- If practicable and safe to do so, speak directly with the person concerned.
- Use an appropriate manner in which to speak to others
- Verbal and non-verbal communication should reflect dignity and respect by all relevant parties
- Choose a suitable environment that is appropriate, private and conducive to carry out the discussion
- Refrain from using open areas as others may become aware of the issue or problem and this could lead to misinterpretation, victimisation etc
- If the problem or concern is not resolved satisfactorily, arrange a suitable time to speak with the Assistant Principal or the Principal
- Be prepared to enter into a restorative conversation to ensure a way to move forward.

If a problem relates to a staff member then you are asked to:

- If practicable and safe to do so, make a time to speak directly with the person concerned
- Use an appropriate manner in which to speak to others
- Verbal and non-verbal communication should reflect dignity and respect by all relevant parties
- Refrain from using open areas as others may become aware of the issue or problem and this could lead to misinterpretation, victimisation etc
- If the problem or concern is not resolved satisfactorily, arrange a suitable time to speak with the Assistant Principal or the Principal
- Be prepared to enter into a restorative conversation to ensure a way to move forward.

If a problem relates to the Principal then you are asked to:

- Make a time through the front office, to speak directly with the Principal
- Use an appropriate manner in which to speak
- Verbal and non-verbal communication should reflect dignity and respect by all relevant parties
- If the problem or concern is not resolved satisfactorily, you may wish to lodge a formal complaint with the Catholic Education Office.

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Responsibilities

Parents will:

- Conduct themselves with dignity and respect throughout all conversations
- Follow the process to ensure a satisfactory resolution
- Be positive and open minded
- Be a role model for their children.

The Principal will:

- Implement and regularly review the School Grievance and Resolution Policy
- Provide support for restorative conversation where a resolution has not been found
- Mediate between the two parties when appropriate
- Listen and respond promptly
- Keep conversations confidential
- Enact the agreed plan
- Keep a record on file
- Report to the School Performance Leader for further resolution.

Teachers will:

- Meet with parents at a mutually convenient time
- Listen with an open mind
- Continue to forge and build positive partnerships with parents
- Be hope filled that a resolution can be found
- Listen to and respond promptly
- Keep conversations confidential
- Enact any agreed action plans
- Utilise Restorative Practice principles where required
- Keep a record of any discussions and resolutions on SEQTA.

