



## GRIEVANCE POLICY

### VOICING A CONCERN

We want to hear your concerns and we want to work together to improve our school.

You can raise an issue with any member of staff. But remember the old saying, “*There are two sides to every story*”. We find that most issues can be easily solved through a discussion with class teachers first. They have an understanding of your child/children first hand and often are able to allay your concern easily.

Staff members are encouraged to deal positively and sincerely with your concerns.

They will listen. They will ask questions to make sure they understand. They may take notes to help in following up your concern.

### WHO TO GO TO?

- First point of call: Staff member directly involved in the issue.  
N.B. It is always advisable to make an appointment with this person at a mutually agreed time. Arriving at the classroom door as school is about to begin is inappropriate and disruptive.
- If follow up is needed: Administration team - Mr John O'Connor, Mrs Michelle Kneen or Mr Andrew Esposito.
- If further follow up is needed. Area Supervisor with Brisbane Catholic Education - Mr David Cashman

***N.B. The Area Supervisor will always refer you back to the school's Administration Team-if contact has not been made.***

### WHAT CAN YOU EXPECT?

There are usually four phases in handling a concern. In most cases these can all be worked through quickly in one process.

1. State your concern calmly, clearly and courteously. Being aggressive will not help resolve the issue.
2. We will listen to your concern and make sure we understand it.
3. The teacher/administrator will summarise the main points. We will try to explain any school policy or procedure on the issue.
4. We will work out what action needs to occur with you, and we will deal with the concern or refer it to another person.

In most cases we should be able to resolve your concern straight away.