



Grievance Policy

St Anne's Primary School

Rationale

At St. Anne's, we believe positive, clear and effective processes for resolving grievances between the school and community members assist in the building of strong relationships, help to dispel anxiety, and ultimately provide students with an enhanced learning environment.

Aim

To provide clear, positive and fair processes that allow grievances to be aired and resolved in a timely, effective and respectful manner.

Preamble

- Our school provides itself on clear, consultative and open communication.
- While we accept our responsibility to consult, and to communicate both clearly and effectively with the community, community members also have an obligation to read notices and newsletters, to attend briefings, and to seek clarification when required.
- There may, however, still be times when members of the community disagree or are confused about the things that we are doing.
- It is essential that the established processes, as outlined below is followed to resolve grievances.

Implementation

- Try to establish the facts as clearly as you can, be wary of third hand information or gossip.
- If the matter involves your child or an issue of everyday class operation, make an appointment to see the class teacher, detailing the reasons for the appointment.
- An appointment should be made with the Principal to discuss issues involving school policy, operations beyond your child's classroom, concern about staff, or

grievances that are probably not easily resolved.

- The Principal will provide the concerned community member with a copy of this '*Grievances Policy*' unless the matter is easily and satisfactorily resolved.
- While 'in principle' support may be sought from the Parents & Friends Association or Education Board, both groups are in agreement that they will not simply become a conduit for community complaints, will not become involved in confidential or personal issues, and will generally refer specific grievances about individuals to the Principal or Parish Priest.
- All grievances are to be kept as confidential as possible.
- All formal discussions and processes involving grievances will be documented.
- The Principal will exercise his judgement as to whether or not he will act upon anonymous complaints.
- The Principal will provide community members with appropriate CEO contact names and numbers if grievances are not resolved.
- Parents are **not** to physically or verbally engage with other children about their behaviour.
- Parents are asked to avoid contacting other parents about their child's behaviour. Concerns are to be communicated to school personnel for any issues that have happened during school time.

Procedures

1. Make an urgent appointment with the class teacher or specialist teacher concerned about your issue or problem. (It is important to make an appointment so that teachers are able to give you their full attention.) Simple matters can usually be sorted out at this level.
2. If you are unable to find a satisfactory solution to your problem make an appointment to see the Deputy Principal or the Principal to discuss the matter further.
3. If the situation is still unresolved make an appointment to see the Parish Priest, who is the overall manager of St. Anne's Parish Primary school.