



RIGHT RELATIONSHIPS – PARENT AND STUDENT GRIEVANCE AND RESOLUTION

Scope: This policy applies to all Catholic kindergartens, schools and colleges conducted by Catholic Education - Diocese of Rockhampton (referred to as CEDR in the document).

1. POLICY STATEMENT

Right relationships are at the core of the mission of Catholic Education in the Diocese of Rockhampton (CEDR) and every effort will be made to maintain a safe and supportive work and learning environment for all within our school communities. CEDR is committed to developing a culture based on mutual trust and respect.

It is acknowledged that, at times, grievances may arise. CEDR is committed to ensuring that all grievances are addressed in a fair and equitable manner in accordance with developed procedures.

2. DESCRIPTION

If a parent / carer or student has a complaint or concern that has not been satisfactorily resolved at the level at which it has arisen, a grievance may exist.

A grievance exists where a person believes a complaint or concern has not been handled appropriately or where they believe their needs have not been adequately met.

There may exist at school or CEDR levels specialised policies and/or procedures to cover certain types of complaint that may occur in schools – for example sexual harassment. This policy is not intended to replace any such specialised policies or procedures, but is to provide direction in areas not covered by them.

This policy does not apply to complaints alleging criminal behaviour, which should be referred to the Diocesan Director Catholic Education for police action.

3. IMPLEMENTATION ISSUES

1. Each Catholic school, college and service (hereafter referred to as Catholic schools) in the Diocese of Rockhampton is to apply CEDR's *Right Relationships – Parent and Student Grievance Procedures – Position Statement*.



2. The Principal is responsible for the implementation of the procedures.
3. While maintaining the integrity of the guidelines for grievance procedures, the Principal will ensure that the procedures adopted are relevant to the local school context.
4. The School Board, in consultation with the school community, is responsible for the regular monitoring and evaluation of the grievance procedures.
5. The school's unique Special Religious Character is recognised when implementing the procedures.
6. The CEDR *Right Relationships Parent and Student Grievance Procedures* are located on the CEDR website.
7. Principals are to ensure that a link to the CEDR *Right Relationships Parent and Student Grievance Procedures* is provided within the school's website.

4. REFLECTION MATERIAL

CATHOLIC EDUCATION POLICIES AND DOCUMENTS

- [Right Relationships Parent Code of Conduct – Position Statement](#) 2017
- [Right Relationships Parent and Student Grievance Procedures](#) 2023
- [Grievance Form](#)