

Grievance Policy

Issued	March 2017	Replaces	February 2014	Revision due	March 2020
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PLEASE NOTE: *The policy and procedure below may also be used to make a complaint or grievance of a student protection nature.*

RATIONALE: 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.

This policy exists to implement procedures to safeguard the rights and acknowledge the responsibilities of all parties, should a grievance arise.

VALUES: Truth, Compassion, Justice, Openness, Dignity, Witness, Patience, Understanding and Respect.

POLICY: Ryan Catholic College believes that, as a Christian community, it is important that grievances are addressed in an atmosphere of mutual respect and compassion so that equitable resolutions can be reached.

IMPLEMENTATION:

1. Should a person wish to raise a complaint or concern then it is important to commence communication as soon as possible so that the issue can be resolved at the earliest possible stage. Issues and concerns can only be addressed if they are known.
 - a. If the matter relates to a specific problem or concern in the classroom or playground for a child(ren), an appointment should be made to see the classroom teacher or staff member concerned at a time most convenient to both parties.
 - b. If the matter is of a general nature in regard to College policy or practice, an appointment should be made with the Deputy Principal responsible for that year level.

It is important that a sense of mutual respect, honesty and a willingness to search for an equitable resolution be uppermost in the minds of all who engage in seeking solutions to a problem. The following guidelines should be used when meeting to discuss a problem or concern (and discussions should be documented as appropriate):

- Establish the facts of the matter and isolate the problem.
 - Focus on the facts and offer solutions to the problem.
 - Listen to answers and don't jump to conclusions. Remain calm and work to resolve the problem.
 - Identify alternative solutions.
 - Decide on a preferred solution.
 - Agree on the implementation and fix a review date if necessary.
2. At times, it may not always be feasible to speak to the person, or people, directly concerned. In these circumstances, the College provides the following staff positions responsible for responding:
 - a. Classroom teacher
 - b. Pastoral Leaders
 - c. Assistant Principal

- d. Deputy Principal
 - e. Principal
3. If an issue concerns a specific member of the school community and has been unable to be resolved in the above steps then an appointment should be made to escalate the matter to an appropriate authority such as:

Matters relating to:	Seek an appointment with:	Contact office:
Staff member	Deputy Principal for the relevant campus	Ryan Catholic College
Deputy Principal	Principal	Ryan Catholic College
College Principal	Education Consultant	Townsville Catholic Education Office (CEO)
CEO Education Consultant	Director – Leadership and School Development	Diocesan Catholic Education Office

The aim of an appointment is to discuss and further explore the issues with a view to resolving the matter to the satisfaction of all parties concerned.