

## Complaints and Grievances Procedures

From time to time concerns may arise in regard to the school between different stakeholders. The following procedures have been developed to effectively address any such concerns.

### Parents

Complaints or grievances pertaining to classroom issues, or that relate to other children are to be dealt with by school personnel. It is not appropriate for parents to approach other parents, or their children, with the intention of resolving the issues.

The recommended procedure to be followed by parents is:

1. The first point of contact is the student's class teacher. Please contact the school office to make an appointment with the teacher concerned.
2. If parents are not satisfied with the solutions offered, or believe that they have not been given a fair hearing, they are encouraged to make an appointment with the Stage Co-ordinator or the Assistant Principal.
3. Should the issue remain unresolved after this time, an appointment is made with the Principal to further discuss the issues.

*Please remember there usually are at least two sides to every story and whilst it is important to listen to the children, it is also important not to draw conclusions or make accusations until all the facts are known.*

### Students

The recommended procedure for students is:

1. If issues arise in the classroom, students are encouraged to speak to their class teacher in order to seek support in finding a resolution.
2. Students encountering problems on the playground are asked to talk to the staff member on duty at the time of the incident. If they believe that their concern has not been adequately addressed they are encouraged to speak to their class teacher.

*All students at St. Joseph's are taught to adopt the school's Three Step Plan to find a resolution. This plan is displayed in each learning area, is discussed regularly in class and forms part of the Student Wellbeing Policy.*

3. Students can also speak to the Co-ordinator, Assistant Principal or Principal, as well as any other staff member about issues they may have.