



# Parent Grievance and Complaints Policy and Procedure:

## 1. Purpose

This policy provides a clear framework for parents and carers to express concerns or grievances in a constructive, respectful, and timely manner. The goal is to resolve issues promptly and fairly, fostering trust and collaboration between the school and families.

## 2. Scope

This policy applies to all grievances or complaints raised by parents or carers relating to:

- Student learning and wellbeing
- School staff behavior or conduct
- School policies, procedures, or decisions
- Communication between home and school
- General operational concerns

## 3. Guiding Principles

- **Respect and Confidentiality:** All complaints will be handled with sensitivity, respecting privacy and confidentiality.
- **Fairness and Objectivity:** Each concern will be addressed fairly and without bias.
- **Timeliness:** Complaints will be acknowledged promptly and resolved in a reasonable time frame.
- **Constructive Resolution:** Focus will be on solutions that benefit the student and school community.
- **Right to Appeal:** Parents may escalate the matter if they feel it has not been addressed satisfactorily.

## 4. Roles and Responsibilities

Stakeholder	Responsibilities
Parents/Carers	Raise concerns respectfully, provide relevant information, and engage in the resolution process.
Teachers	Respond to concerns related to classroom matters, escalate when needed.
School Leadership	Address escalated issues, ensure policy is followed.
Catholic Education Office	Consider unresolved grievances at the final level.



## 5. Grievance Procedure

### Stage 1: Informal Resolution

- **Step 1:** Parent/carer raises concern with the relevant staff member (e.g., teacher) via a scheduled meeting – see appendix 1 below for more information.
- **Step 2:** Staff member listens, documents the concern, and works collaboratively to resolve the issue.
  - **Resolution occurs – no further action required.**
  - **No resolution – move to Stage 2.**

### Stage 2: Formal Complaint to School Leadership

- **Step 3:** If unresolved, the parent submits a written complaint to the Principal or Deputy Principal.
- **Step 4:** A formal meeting is arranged to discuss the complaint and possible resolutions.
- **Step 5:** A response is provided with the outcome following the meeting.
  - **Resolution occurs – no further action required.**
  - **No resolution – move to Stage 3.**

### Stage 3: Escalation to Catholic Education Office

- **Step 6:** If dissatisfaction remains, the parent may escalate the complaint to the Catholic Education office via phone or email.
- **Step 7:** The Catholic Education office reviews the complaint independently and issues a final decision.

## 6. Documentation and Record Keeping

- All formal complaints and their outcomes will be documented and securely stored.
- Records will be kept in line with school policies and data protection regulations.

## 7. Monitoring and Review

This policy will be reviewed every two years, or earlier if necessary, to ensure its effectiveness and alignment with best practices and regulations

## Appendix 1: Stella Maris PS Member Grievance Procedure:

**I have an issue about...**

### A School Policy

1. Make an appointment with a member of leadership to discuss your policy concerns

2. If the problem can't be solved express your concern in writing to the School Board

3. If the problem cannot be resolved seek guidance from Catholic Education South Australia (CESA)

### A Staff Member

1. Make a time to meet with the person concerned

2. Discuss your concern in a calm and fair manner

3. Listen to the staff member's response. Together decide the action to be taken by both parties

4. Agree upon a time to review the decision made

5. If the problem is not resolved make an appointment to see the principal

6. If the problem cannot be resolved seek guidance from Catholic Education South Australia (CESA)

### A Student

1. Express your concern to a teacher. **Under no circumstances should a parent approach an issue directly with a student**

2. The teacher will address the concern through school behaviour development processes and will report the issue to leadership. You will be advised of the outcome by the \*Principal/\*\*APRIM

3. Where necessary the parents of the child you have the complaint about will be informed of the issue and the appropriate consequence

### Leadership

1. Express your concern to the person

2. Discuss your concern in a calm and fair manner.

3. Listen to the staff member's response. Together decide the action to be taken by both parties

4. Agree upon a time to review the decision made

5. If the problem is not resolved seek guidance from Catholic Education South Australia (CESA)