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Complaints and Grievances

Rationale:

Nagle Catholic College aims to provide an effective and acceptable means for parents to bring problems and concerns about their children's education and/or well-being to the attention of the school. For that reason, a formal complaint procedure has been established for the benefit and use of parents.

Definition of grievance

A grievance is any circumstance pertaining to the education or well-being of a student that a parent considers to be inappropriate, unjust or unfair, or thinks should be brought to attention of the senior staff of the school.

Principles

1. All grievances will be handled speedily, sensitively, fairly and impartially, confidentially, and free of any suggestion of repercussion or victimisation.
2. Everyone should feel free to come forward – hence, a number of alternative people are available to contact.
3. The aim is to resolve all grievances as quickly as possible and at the lowest possible level.
4. All parties to the grievance shall have access to additional support or advocacy, as necessary (eg interpreters, counselling).
5. Records of the grievance and the action taken shall be kept on the student's file as 'restricted access' information.

Procedure

1. Any grievance should be given orally or in writing to the person most able to investigate or remedy the problem. This is usually the Home Group or class teacher. The teacher will investigate the concern and provide direct feedback to the parent and notes describing the action taken should be made and placed on file.
2. If the parent does not feel comfortable submitting the grievance to the Home Group or class teacher, the parent should submit the grievance directly to the House Leader or Head of Learning Area.
3. If the parent is not satisfied that the matter has been resolved or that the intervention of the teacher has been adequate, or the teacher considers that the problem needs response from a more senior member of staff, the matter should be referred to either the House Leader, Head of Learning Area or Deputy Principal/Vice Principal.
4. The House Leader, Head of Learning Area or Deputy Principal will follow the grievance through to a final solution, taking it to the Principal for final arbitration, if necessary.

