



# St. Paul's College

## Community Grievances & Complaints Policy

### Rationale

Positive, clear and effective processes for resolving grievances and complaints between the school and community members assists in the building of strong relationships, dispels anxiety, and ultimately provides students with an enhanced learning environment.

### Aim:

To provide clear, positive and fair processes that allow grievances and complaints to be aired and resolved in a timely and effective manner. All grievances and complaints will be documented and reviewed annually.

### Implementation:

- Our school prides itself on clear, consultative and open communication.
  - While we accept our responsibility to consult, and to communicate both clearly and effectively with the community, community members also have an obligation to read notices and newsletters, to attend briefings, and to seek clarification when required.
  - There may, however, still be times when members of the community disagree or are confused about the things that we are doing.
  - It is essential that the established process as outlined below is followed to resolve grievances:
    - ✓ Try to establish the facts as clearly possible, be wary of third hand information or gossip.
    - ✓ If the matter involves your child or an issue of everyday class operation, make an appointment to see their classroom teacher, detailing the reasons for the appointment.
    - ✓ An appointment should be made with the principal to discuss issues involving school policy, operations beyond your child's classroom, concerns about staff, or grievances or complaints that are probably not easily resolved.
    - ✓ The Principal will provide the concerned community member with a copy of this '*Community Grievances and Complaints Policy*' unless the matter is easily and satisfactorily resolved.
    - ✓ While 'in principle' support may be sought from School Advisory Council, both groups are in agreement that they will not simply become a conduit for community complaints, will not become involved in confidential or personal issues, and will generally refer specific grievances about individuals to the principal.
    - ✓ All grievances or complaints are to be kept confidential.
    - ✓ Community members may be accompanied by another person, in a support role, at appointments to resolve grievances or complaints.
- All formal discussions and processes involving grievances and complaints will be documented.

- The Principal will exercise his/her judgement as to whether or not they will act upon anonymous grievances or complaints.
- The Principal may provide community members with appropriate CEM contact names and numbers if grievances or complaints are not resolved within VMCH.

### *Evaluation:*

This policy will be reviewed as part of St. Paul's College's *three-year review cycle* in consultation with the School Advisory Council or as an immediate response to legislative requirements per DET.