

## Springvale Rise Primary School

# COMMUNITY GRIEVANCE POLICY

### **Rationale:**

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

### **Aims:**

To provide clear, positive and fair processes that allow grievances to be aired and resolved in a timely and effectively manner.

### **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, and concerns about staff, or grievances that are probably not easily resolved.
  - The principal will provide the concerned community member with a copy of this 'Community Grievances Policy' unless the matter is easily and satisfactorily resolved.
  - While 'in principle' support may be sought from the Community Hub or School 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 or the School Council president.
  - All grievances are to be kept as confidential as possible.
  - Actions taken will be well documented and include reasons underpinning any decisions made
  - Receipt of written complaints will be acknowledged in a timely manner.
  - Community members may be accompanied by another person, in a support role, at appointments to resolve grievances.
- All formal discussions and processes involving grievances will be documented.
- The Principal and School Council President will exercise his/her judgement as to whether or not they will act upon anonymous complaints.
- The Principal will provide community members with appropriate departmental contact names and numbers if grievances are not resolved.

## **COMMUNITY GRIEVANCE POLICY**

**Evaluation:**

This policy will be reviewed by School Council as part of the school's three-year review cycle, in consultation with the wider school community.

This policy was ratified by School Council in

**April 2017**