

St. Joseph's Payneham
Grievance Procedure



Positive relationships within our school community give students, parents/caregivers and staff a greater chance of success.

However, in the event of a grievance, all parties are reminded to follow the school's Grievance Procedure.

Key Principles

- Everyone should be treated with respect.
- Meetings to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner.

STUDENTS with a grievance should	PARENT/CAREGIVER(S) with a grievance should	STAFF with a grievance should
<ol style="list-style-type: none"> 1. Talk to the person about the problem at an appropriate time to let them know how they are feeling. 2. Talk to a staff member about the problem at an appropriate time. 3. Talk to School Leadership. 4. If the issue is unresolved, speak to their parent/caregiver who can then provide support by following the steps as outlined. 	<ol style="list-style-type: none"> 1. Arrange a time to speak to the relevant staff member about the problem. It is not appropriate to approach other students regarding issues. 2. Not enter school classrooms or offices about a major grievance without prior arrangement. 3. Inform the staff member what is considered to be the issue. 4. Allow a reasonable timeframe for the issue to be addressed. 5. If the grievance is not addressed, arrange a time to speak with School Leadership or Principal/Deputy Principal. 6. If not content with the outcome, make contact with the Catholic Education Office. 	<ol style="list-style-type: none"> 1. Arrange a time to speak to the person concerned. 2. Allow a reasonable timeframe for the issue to be addressed. 3. If the grievance is not resolved, speak to: <ul style="list-style-type: none"> • School Leadership • School Contact Officer • A nominated grievance contact <p>⇒ Union Representative</p> <p>⇒ Catholic Education</p> <p><i>*A representative (where appropriate) can be asked to provide support in addressing the grievance by:</i></p> <p>⇒ acting as a mediator</p> <p>⇒ speaking to the person involved on the staff member's behalf</p> <p>⇒ monitoring the situation</p> <p>⇒ investigating the concern</p> 4. If the issue is not resolved within a reasonable timeframe, arrange a time to speak to someone from the Catholic Education Office.