**Rationale:**

As a Catholic school St Kevin’s is committed to the development of a community, embracing the example of Jesus and teaching the Gospel values of love, respect, justice and compassion. Everybody is respected and nurtured as they grow in understanding and knowledge. We acknowledge that as a community each individual has rights and responsibilities. As a community we are committed to positive practices promoting the spiritual, social and academic purposes of education. In light of our commitments we will endeavour to provide an environment where grievances are responded to promptly, fairly and confidentially. We aim to reach positive resolutions with accountable and realistic outcomes.

**Guiding Principles:**

- The best interest of the child remains the primary focus of any discussion or outcome.
- It is recognised that each of us may have different perceptions of a situation.
- All grievances and concerns will be dealt with promptly and an effective reporting method and timeline will be established.
- All parties will listen to each account to understand one another’s perspectives in order to develop new knowledge and understanding about the issue.
- It is recognised that some issues may be emotive and, at all times the dignity of, and respect for, each person involved shall be foremost in the deliberation process.
- Confidentiality is always maintained.
- Each party has a right to positively be heard and a responsibility to work towards a resolution.
Implementation:

1. When a parent or guardian is concerned about an issue regarding their child, they should make immediate contact with the child's teacher. This can be done by contacting either the teacher or the office to make a suitable time to meet. At this meeting, to give the issue the attention it deserves, a record of discussion will be kept to note any outcomes or actions agreed upon. It is recognised that in the case of very serious allegations (e.g. those of a criminal or professionally negligent nature) contact should be made directly with the School Principal.

2. We understand that all concerns about a child's education and well being can cause anxiety for parents. It is important to trust the school to work through the process to resolve the concern.

3. At this initial stage, every effort should be made to reach agreement on how these concerns will be addressed. Teachers should then inform the Principal, via the "Record of Discussion Form", of the nature of the concerns raised and of the outcomes of the discussions with the parents/guardians.

4. Should parents or guardians feel that their concerns have not been addressed, they are encouraged to contact the Principal or if unavailable, the APRE to discuss their concerns.

5. The outcome of the discussion between the parents or guardians and the Principal or APRE may include the following actions:

   - The outcome of the discussion between the parents or guardians and the Principal or APRE may refer the parents/guardians back to the teacher for further discussions.
   - The Principal/APRE may organise a meeting with the teacher to discuss the parent/guardian concerns.
   - The Principal convening a meeting between the parent/guardian and the teacher to seek resolution of the concerns.

   (In all situations, all parties are encouraged to keep note of any outcomes or actions from the meeting)

6. Should parents or guardians feel the situation has not been resolved, they are welcome to express their concerns in written format to the Principal. A copy of the letter will be given to the teacher. The Principal will then make a formal written reply to the letter as soon as possible.

7. If parents or guardians still have concerns, they should make contact with the Area Supervisor, North Cluster 1, School Service Centre North, Brisbane Catholic Education.
Resolution of Concerns/Grievances.

Policy:
As a Catholic school St Kevin’s is committed to the development of a community, embracing the example of Jesus and teaching the Gospel values of love, respect, justice and compassion. Everybody is respected and nurtured as they grow in understanding and knowledge. We acknowledge that as a community each individual has rights and responsibilities. As a community we are committed to positive practices promoting the spiritual, social and academic purposes of education. In light of our commitments we will endeavour to provide an environment where grievances are responded to promptly, fairly and confidentially. We aim to reach positive resolutions with accountable and realistic outcomes.

1. When a concern arises, contact your child’s teacher.
   The first contact when a concern arises should be with your child’s teacher or the teacher involved. You can either contact the teacher or the office to make a suitable time to meet. Parents and teachers may wish to take notes of any outcomes or actions agreed upon in this meeting. A “Discussion with Parent” form will be completed. A copy will be provided to the Principal and signed by both parties.

2. Important to let the school work through the process
   While we understand that all concerns about a child's education and well-being can cause anxiety for parents, it is important to trust the school to work through the process to resolve the concern.

3. What if the concern is a very serious allegation?
   It is recognised that in the case of a very serious allegation (e.g. those of a criminal or professionally negligent nature) such concerns should be directed to the Principal.

4. If the concern still exists, contact the Principal or a member of the Administration Team.
   If parents feel that their concerns have not been addressed, they should contact the Principal or if unavailable, APRE to discuss their issue. The outcomes of this meeting may include:
   - The Principal/APRE asking parents to discuss the matter further with the teacher.
   - The Principal/APRE meeting with the teacher to discuss the issue.
   - The Principal/APRE facilitating a meeting of the teacher and the parents to seek a resolution.

5. Parents can express their concerns further.
   Should parents/caregivers feel the situation has not been resolved they may wish to express their concerns by writing to the Principal, who will give a copy of this letter to the teacher. The Principal will then formally reply to the letter, in writing.

6. What if parents still have concerns?
   If all attempts to resolve the issue have been exhausted and parents are still concerned, they are welcome to make contact with the Area Supervisor, North Cluster 1, School Service Centre North, Brisbane Catholic Education.
St Kevin’s Grievance Procedures Flowchart:

- **Parent has concern**
  - Speak with your child’s teacher
  - Parent/Teacher discussion form is completed, signed and submitted to the school Principal.
    - Yes - Issue Resolved
    - No - Issue not Resolved
  - Discuss concern with Principal or if Principal is not available, APRE.
    - Yes - Issue Resolved
    - No - Issue not Resolved
  - Parent writes letter to Principal to formally outline concern.
  - Principal responds in writing to address the concerns raised.
    - Yes - Issue Resolved
    - No - Issue not Resolved
  - Parent may write to Area Supervisor