

# GRIEVANCE PROCEDURES FOR PARENTS AND STUDENTS

**Scope:** This policy applies to all Catholic schools, colleges, kindergartens and outside school hours care centres conducted by Catholic Education - Diocese of Rockhampton (referred to as Catholic Education in the document).

## 1. POLICY STATEMENT

Each Catholic school, college and service (hereafter referred to as Catholic schools) in the Diocese of Rockhampton is to develop and document grievance procedures for parents and students suited to the local context and in accordance with the Catholic Education guidelines.

## 2. DESCRIPTION

If a parent or student has a complaint or concern that has not been satisfactorily resolved at the level at which it has arisen, a grievance may exist.

A grievance exists where a person believes a complaint or concern has not been handled appropriately or where they believe their needs have not been adequately met.

There may exist at school or diocesan levels specialised policies and/or procedures to cover certain types of complaint that may occur in schools – for example sexual harassment. This policy is not intended to replace any such specialised policies or procedures, but is to provide direction in areas not covered by them.

This policy is not intended to apply to complaints alleging criminal behaviour, which should be referred to the Diocesan Director Catholic Education for police action.

The policy exists to Catholic schools to implement procedures to safeguard the rights and acknowledge the responsibilities of all parties.

## 3. IMPLEMENTATION ISSUES

1. While maintaining the integrity of the guidelines for grievance procedures the Principal will ensure that the procedures adopted are relevant to the local school context.
2. The School Board, in consultation with the school community, is responsible for the regular monitoring and evaluation of the grievance procedures.
3. The Principal is responsible for the implementation of the procedures.



4. The school's unique Special Religious Character is recognised when developing and implementing the procedures.
5. The procedures will be published (e.g. handbook, newsletter, school website) annually for the information of the school community.

#### 4. REFLECTION MATERIAL

##### CATHOLIC EDUCATION POLICIES AND DOCUMENTS

- Catholic Education Diocese of Rockhampton (2016) [Guidelines for Grievance Procedures – For Parents and Students](#)

##### RESOURCES

- Queensland Federation of Parents and Friends [Dispute Resolution](#)