Introduction

St Albert’s Catholic School seeks to work in partnership with parents in the education process. An integral part of this relationship is providing an environment where each member of our community is recognised as a unique individual with rights and responsibilities. Our Catholic heritage provides the basis for our philosophy and action.

Rationale

The development of an Adult Conflict Management policy is formed in the light of the Gospel teachings, ensuring the rights of adults and students to work, learn and visit the school in a safe, caring and Christian environment.

We will endeavour to achieve this by developing a system of rights, responsibilities and strategies to address negative behaviour in an atmosphere of mutual respect, compassion, justice, empathy and faith. This policy is fostered by cooperative negotiation between staff, students and parents.

Aims

The aims of our policy are to:

- create a school environment where a lived reality of the Gospel message “to love your neighbour as yourself” is experienced;
- recognise that reconciliation is an integral part of restoring relationships and building community;
- ensure that a positive learning environment exists for students.

Our responsibilities as adults are:

- to abide by school policies, rules and expectations while on the school premises and/or attending school functions or any other form of school representation (e.g., sporting events);
- to behave in a manner which is conducive to the building of relationships;
- to ensure that problems/concerns are dealt with according to the procedures outlined in the Guidelines for Problem resolution section of this policy.

Examples of Inappropriate/Unacceptable behaviours are:

- offensive, abusive language;
- harassment/bullying;
- physical violence;
- malicious gossip;
- intimidating staff/parents/caregivers/students by verbal or non-verbal language.
A positive approach

From time to time parents, staff or others seek to raise a concern or make a complaint or identify a grievance. We see complaints as a process through which we can strengthen our relationships with the parents, staff and the school community we serve as we strive for continuous improvement in the delivery of our services.

Our policy is:

- to treat each complaint on its merits and with consistency irrespective of the source of the complaint or the means by which it is received;
- that the principles of natural justice are observed;
- that confidentiality is maintained as appropriate;
- to ensure that our complaint handling procedures comply with the Australian Standard AS ISO 10002 in that they:
  - provide complainants with access to an open and responsive complaints handling process
  - enhance the ability of the school to resolve complaints in a consistent, systematic and responsive manner, to the satisfaction of the complainant and the school.
  - Enhance the ability of the school to identify trends and eliminate the causes of complaints, and to improve the school’s operations.
  - Help the school create a customer-focussed approach to resolving complaints and encourage staff to improve their skills in working with complainants
  - Provide a basis for continual review and analysis of the complaints-handling process, the resolution of complaints, and the process improvements made.

Grievance procedure

1A Parent-Staff
1B Parent-Parent
1C Staff-Staff
1D Parent-School Board
1E Parent-Principal

Signed:

Chairperson School Board:  Sean Drake  ....................
Principal:  Jason Mittiga  ......................
Date:  November 2013  Review Date:  November 2016
APPENDIX 1A – FLOWCHART 1

SCHOOL-BASED PROCESS FOR RESOLUTION OF COMPLAINT

Parent/Staff

- Satisfactory outcome

- Complaint taken to the person involved

- No satisfactory outcome

- Satisfactory outcome

- Complaint taken to Principal

- No satisfactory outcome

- Satisfactory outcome

- Complaint taken to CEO.

*Unless there are reasons why it should not be taken directly to the person.
APPENDIX 1B – FLOWCHART 2

SCHOOL-BASED process for resolution of complaint

Parent/Parent

Satisfactory outcome

Complaint taken to the person involved

*Unless there are reasons why it should not be taken directly to the person

No satisfactory outcome

Complaint taken to Principal

Satisfactory outcome

No satisfactory outcome

Complaint taken to CEO.
APPENDIX 1C – FLOWCHART 3

SCHOOL-BASED PROCESS FOR RESOLUTION OF COMPLAINT

Staff/Staff

- Satisfactory outcome
- Complaint taken to the person involved

No satisfactory outcome

Complaint taken to Contact Officer

- Satisfactory outcome

No satisfactory outcome

Complaint taken to Principal

- Satisfactory outcome

No satisfactory outcome

Complaint taken to CEO

*Unless there are reasons why it should not be taken directly to the person
APPENDIX 1D – FLOWCHART 4

SCHOOL-BASED PROCESS FOR RESOLUTION OF COMPLAINT

**Parent/School Board**

- Satisfactory outcome
- Complainant taken to the Principal

**Complaint taken to the Principal**

- *Unless there are reasons why it should not be taken directly to the person*

**No satisfactory outcome**

- Satisfactory outcome
- Complainant taken to School Board

**Complaint taken to School Board**

- No satisfactory outcome

**Complainant taken to C.E.O.**

- Satisfactory outcome
APPENDIX 1E – FLOWCHART 5

SCHOOL-BASED PROCESS FOR RESOLUTION OF COMPLAINT

Parent/Principal

→

Complaint taken to the Principal

*Unless there are reasons why it should not be taken directly to the person

→

No satisfactory outcome

→

Complaint taken to School Board

→

No satisfactory outcome

→

Complaint taken to C.E.O.

→

Satisfactory outcome

→

Satisfactory outcome
APPENDIX 2

COMPLAINTS FORM

Please complete this form and return to the Principal. A letter of acknowledgement will be sent to you and will inform you of the next step in the complaints process.

**Your Details:**

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<tr>
<th>First Name:</th>
<th>Surname:</th>
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**Relationship with the school (eg. Parent, staff, student, neighbor etc.)**

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<tr>
<th>Your address:</th>
<th>Phone (work):</th>
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<tr>
<th>Phone (home):</th>
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<table>
<thead>
<tr>
<th>Mobile:</th>
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<table>
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<tr>
<th>Email:</th>
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**Details of your complaint:**

(Please include all the information you can eg: witnesses, dates, events etc. if you need, you can add extra pages or attach any documentation that you believe is relevant)
The action(s) you have already taken to resolve the problem (eg: who you have spoken to, what you said and what was done etc.)

Signature of complainant: ..................................................... Date: .................................

Signature of principal: ..................................................... Date: .................................

For school use only:

Date form received: ........................................... Received by: ...........................................

Date acknowledgement sent: ...........................................

Acknowledgement sent by: ............................................................

Complaint referred to: ..................................................... Date: ...........................................

Other notes: