



Community Grievance POLICY

Mount Pleasant Road Primary School

A. **Rationale:**

A.1. 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. Our school prides itself on clear, consultative and open communication and 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.

B. **Aims:**

B.1. To provide clear, positive and fair processes that allow grievances to be aired and resolved in a timely and effectively manner.

C. **Implementation:**

C.1. The process outlined below should be followed to resolve grievances:

C.1.1. Try to establish the facts as clearly as possible

C.1.2. If the matter involves your child or an issue of everyday class operation of Before and After Care, make an appointment to see their classroom teacher/Principal, detailing the reasons for the appointment

C.1.3. 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 not easily resolved.

C.1.4. The Principal will provide the concerned community member with a copy of this 'Community Grievances Policy' unless the matter is easily and satisfactorily resolved.

C.1.5. All grievances are to be kept as confidential as possible

C.1.6. Community members may be accompanied by another person, in a support role, at appointments to resolve grievances

C.2. All formal discussions and processes involving grievances will be documented

C.3. The Principal and School Council president will exercise his/her judgement as to whether or not they will act upon anonymous complaints.

C.4. The Principal may provide community members with appropriate departmental contact names and numbers if grievances are not resolved.

D. **Evaluation:**

D.1. This policy will be reviewed as part of the school's three-year review cycle.