



Inspired by Christ, We journey together, Embracing faith, life and learning

St Therese's Primary School

Grievance Procedure for Students

All grievances should be dealt with in a timely manner at the appropriate level before being escalated to a higher level.

1. Information for Students:

At St Therese's Primary School, we believe it is important that everyone feels happy and safe so that the best learning can take place. We believe that everyone, including students, staff and parents need to work closely together to provide the best educational opportunities for you. If you have a problem, a concern or a complaint, we encourage you to speak to someone about it.

What to do if you have a problem:

- Try to identify the problem that is upsetting you. If there is more than one problem, write them down so that you are clear about what you feel or need.
- If you feel you can, meet with the person you are having the problem with and if their behaviour is upsetting you, tell them to stop.
- Often parents can help when young people are unsure of what to do. It is a good idea to ask for support or advice when problems arise rather than keeping it all to yourself.
- If your talk with the person you are having a problem with does not solve your problem, talk to a staff member about your concerns and ask them to help you deal with it. The staff member will often be able to give you good ideas on how to cope and will help you solve the problem.
- Try to stay calm when discussing your problem. Even if you don't feel it, being calm will help you get your concerns across more clearly than if you are upset or angry. It may help to take someone with you.
- If you do not believe the problem has been resolved, make an appointment to talk to another staff member. See Grievance Procedure listing (on the next page) helpful staff and areas for assistance. If you still do not feel that the matter has been solved, make time to talk to the Assistant Principal, or Principal about your concern.

Remember:

- Effective management of a Grievance requires face to face, personal dialogue. All electronic forms of communication (e.g. Email, Text Messages, Twitter, Facebook etc.) are NOT acceptable.

Sometimes the person helping you may need to speak to someone else so that the problem can be solved. You need to let that person know that you are okay with that.

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- You can bring a friend, parent or teacher to support you when you need to talk about the problem.
- No one will be allowed to pick on you or hurt you because you made a complaint.
- If you want to, you can write out your grievance in a letter instead of talking about it, but the person helping you will need to speak to you later.

Grievance Procedure listing for Students

The Classroom Teacher	Class programs, class discipline, friendship issues, Individual Educational Plans issues outside the school that may impact learning and homework.
Classroom Teacher and Colleagues	Any follow-on issue that requires further support with the teacher and parent/s regarding: programs, absentees, discipline, friendship issues, issues outside that impact on learning and homework. Line Managers are Mrs Paula Burnett and Mrs Jacquie Jackson
Assistant Principal Mrs Jacquie Jackson	Any follow-on issues regarding previous meetings with the Stage Base coordinator and teacher regarding students from Kindergarten to Year Six and or medical plans for those students in need, IT concerns, administrative concerns and the school website. Follow on issues regarding student behaviour and social relationships issues such as peer relationships, loneliness, inclusion, bullying and pastoral/spiritual care.
Assistant Principal Religious Education Mrs Paula Burnett	Any follow-on issue regarding general curriculum, religious education programs, spiritual development of children and parents, school charisms, school masses and celebrations Follow on issues regarding student behaviour and social relationships issues such as peer relationships, loneliness, inclusion, bullying and pastoral/spiritual care.
Learning Support Teacher Ms Sarina Gordon	Any follow-on issues regarding Individual education plans for students, IEP meetings, modification to teacher programs – (speech issues, educational assessments and extension programs) and teacher assistants, student friendships and relationships between students and teachers.
Lead Learner Curriculum Miss Aleesha Exarhos	Any follow-on issue regarding student learning, system or school curriculum, excursions, homework, school base and commercial testing and issues pertaining to student achievement such as report cards and discussion around repeating.
School Counsellor	Social, emotional issues, mental health issues regarding support for our students when faced with family tragedies.
Principal Mr David Adams-Jones	Matters to do with the overall procedures, policies and functioning of the school, issues with school fees, general matters when you are not sure who to see, or you have seen one of these people and the Assistant Principal and there seems to be an unsatisfactory outcome.
Parish Priest Fr Karel	Anything to do with the faith development and life of your family, pastoral care of your family or general advice.