



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

St Therese's Primary School

Grievance Procedure for Parents

Information for Parents:

The relationship between home and the school is fundamental in ensuring that students are happy, secure and open to learning. St Therese's Primary School recognises that parents and staff need to work closely to provide the best educational opportunities and care for their students. We encourage you to discuss your child's progress with staff and to let us know if you have any concerns so that we might work together to resolve these as promptly and efficiently as we can.

When Parents have a Concern or wish to clear up some miscommunication

In the first instance, parents are encouraged to make their first approach on any matter of concern, to the teacher or staff member. If the concern is related to a teacher and he/she is responsible for the children in the class, it is essential that such a meeting be planned for out of school hours at a time mutually suitable to both the person concerned and the teacher.

Furthermore: What to do if you have a problem:

- Try to identify the problem clearly before contacting the school. If there is more than one problem, list them to ensure that the extent of the problem is clear to the school.
- Decide whether the problem is a concern, enquiry or a complaint, this will help in finding a solution.
- Make an appointment to meet with your child's class teacher or staff member as listed on the Grievance Procedure. The best way to do this is to contact the school office to arrange a mutually convenient time for a telephone call or a meeting.
- If you do not feel after your meeting that the problem has been resolved, or if you have a complaint about a staff member, make arrangements to meet with the Principal.
- 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. If it will help, take someone with you.
- Remember, staff are committed to resolving any issues that parents might have regarding their children and will discuss with you actions that might be taken regarding your concerns.
- If you do not believe the problem has been resolved, or if your complaint is serious, send your complaint in writing to the Principal.
- If you do not feel that the problem has been resolved, or if the matter involves the Principal, forward your complaint to the Catholic Education Services stating your concerns in writing.

Address: 135 Robert Road, Bentley Park, QLD 4869

Postal: PO Box 529, Edmonton QLD 4869

Tel: (07) 4055 4514

ABN: 42 498 340 094 008

Email: secretary.bentleypk@cns.catholic.edu.au

Web: www.stthereses.qld.edu.au

St Therese's Primary School will document all formal grievances and any processes implemented to seek a resolution. Where a complaint is made against an individual, that person will be informed of the nature and content of the complaint and they will have the right to respond.

All discussions will be kept strictly confidential. A person who has made a complaint may withdraw it at any time. No one will be victimised as a result of initiating a formal Grievance Procedure. At the formal stage, a person who has made a complaint has the right to be represented and supported by another person of his/her choice. A process of mediation may be available if a complaint is not satisfactorily resolved.

Who else can parents go to when they have a concern?

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 Line Manager (Facilitator)	Any follow-on issue that requires further support with the teacher and parent/s regarding, programs, discipline, friendship issues, issues outside that impact on learning and homework. Line Managers are Mrs Burnett and Mrs Jackson
Assistant Principal Mrs Jacquie Jackson	Any follow-on issues regarding previous meetings with the Lead Learner of Curriculum or Learning Support and/or teacher regarding students from Prep to Year Six and or medical plans for those students in need, IT concerns, administrative concerns, school base celebrations, early years 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, religious education programs, spiritual development of children and parents, school charisms, school masses, Parish 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 Ms Jenai Stone	Any follow-on issue regarding student class placement, system or school curriculum, excursions, professional development, homework, school base and commercial testing and issues pertaining to student achievement such as report cards and repeating of students.
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 general advice.
Director School Effectiveness	Any follow-on issues, after conversation with staff above, where an issue is perceived as not being solved. When parents contact the Director School Development the Catholic Education Services it is advised that the School Principal or Assistant Principal is informed of communication as a matter of courtesy and notification. All relationships are based on open and honest communication with all stakeholders.