



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 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 Ms Donna Barlow and Mr Brendon Napier.
Assistant Principal Strategic & Operations Mr Brendon Napier	Any follow-on issues regarding previous meetings with the Position of Leadership Learning & Teaching regarding students from Year 3 to Year 6 and or medical plans for those students in need, First Nations People, IT concerns, administrative concerns and school base celebrations. Follow on issues regarding student behaviour and social relationships issues such as peer relationships, loneliness, inclusion, bullying and pastoral/spiritual care for students in Years 3 – 6.
Assistant Principal Religious Education Strategic & Operations Ms Donna Barlow	Any follow-on issues regarding previous meetings with the Position of Leadership Engagement regarding students from Prep to Year 2 and or medical plans for those students in need, First Nations People, IT concerns, administrative concerns and school base celebrations. Follow on issues regarding student behaviour and social relationships issues such as peer relationships, loneliness, inclusion, bullying and pastoral/spiritual care for students in Years 3 – 6. Any follow-on issue regarding, religious education programs, spiritual development of children and parents, school charisms, school masses, Parish and celebrations.
Position of Leadership – Engagement Mr Daniel Kelly	Leader of Engagement is responsible by ensuring all students access to high impact learning and teaching. Follow up support regarding motivations for behaviour and managing social emotional interactions, growth and development. Facilitation of exploratory conversations to clarify circumstances surrounding behavioural events including antecedents, behaviours and consequences. Supporting students to participate in restorative conversations with peers and staff to develop healthy relationships and patterns of behaviour. Works closely with Learning & Teaching and Diversity is accountable to the Assistant Principal Strategic & Operations.
Position of Leadership – Diversity Ms Sarina Gordon	Leader of Diversity is responsible by ensuring all students access to high impact learning and teaching. 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. Works closely with Learning & Teaching and Engagement is accountable to the Assistant Principal Strategic & Operations.
Position of Leadership – Learning & Teaching Ms Melissa Hinspeter	Leader of Learning & Teaching is responsible for ensuring all teachers can plan and implement high impact learning and teaching from Prep to Year 6.

	<p>Any follow-on issue regarding student class placement, system or school curriculum, excursions, professional development, school base and commercial testing and issues pertaining to student achievement such as report cards and repeating of students.</p> <p>Works closely with Diversity and Engagement is accountable to the Assistant Principal Strategic & Operations.</p>
School Counsellor	Social, emotional issues, mental health issues regarding support for our students when faced with family tragedies or learning issues in safe and supportive environment.
Principal Mr David Adams-Jones	The Principal is responsible for the Strategic Direction. All matters pertaining to Governance, finance, resourcing, HR and compliance. The Principal is also responsible for the culture of the school, by ensuring that all employees, students and parents can engage in a safe, supportive, caring environment.
Parish Priest Fr Michael	Anything to do with the faith development and life of your family, pastoral care of your family general advice.

