



Complaints and Grievances Procedures 2012

At St Finbar's School, our mission statement clearly testifies:

" We consider that our care of each other is paramount."

From time to time concerns may arise between different parties. The following procedures have been developed to effectively address those concerns.

PARENTS

Complaints or grievances pertaining to classroom issues, or that relate to other children are to be dealt with by school personnel.

It is not appropriate for parents to approach other parents, or their children, with the intention of resolving the issues.

The recommended procedure to be followed by parents is:

1. The first point of contact is the child's class teacher. Contact the school office to make an appointment with the teacher concerned.
2. If parents are not satisfied with the solutions offered, or believe that they have not been given a fair hearing, they are encouraged to make an appointment with the Co-ordinator or Assistant Principal.

Kindergarten to Yr 2 – contact The Infants' Co-ordinator

Year 3- Year 6- contact the Assistant Principal

3. Should the issue remain unresolved after this time, then an appointment is made with the Principal to further discuss the issues.

Parents are reminded that there are two sides to every story and whilst it is important to listen to their children, it is also important not to draw conclusions or make accusations until all the facts are known.

4. If the school executive does not resolve the matter in a timely manner, parents will be given a number to contact at the Catholic Education Office.

STUDENTS

The recommended procedure for students is:

1. If and when issues arise in the classroom, students are encouraged to speak to their class teacher in order to seek assistance in finding a resolution.
2. Children encountering problems on the playground are asked to talk to the staff member on duty at the time of the incident. If they believe that their concern has not been adequately addressed they are encouraged to speak to their class teacher.

All students at St. Finbar's are taught to adopt the school's Four Step Plan to Conflict Resolution. This plan is displayed in each learning area, discussed at intervals throughout the school year and forms part of a protective behaviours program.

3. Children have the right at all times to speak to the Co-ordinator, Assistant Principal or Principal, or any other staff member about issues, complaints or grievances they might have.