

ST MARK'S COMPLAINTS POLICY



St Marks Catholic Primary School implements and uses the Kids Matter framework, where we want all children to learn in an environment that is happy, safe and supportive. We, as adults, are role models of the behaviour exemplified by our motto 'Clearly and Boldly'. We act with dignity and compassion. We do this by maintaining open and honest communication with an emphasis on building community. Everyone is listened to and problems are solved confidentially and as expeditiously, cooperatively and fairly as possible, taking into consideration everyone's needs.

General:

What are the guidelines I need to follow?

- Adhere to the Catholic Education Archdiocese of Brisbane Code of Conduct.
- Focus on the issue, not the person.
- Confidentiality is paramount.
- Stay calm when talking through your concern/issue or complaints. If you do not feel that this will be easy, think about bringing a friend with you.
- You should explain: Who was involved, what happened, what you did, and what you believe was unfair or unjust. Use "I" statements, (eg "I feel") rather than finger pointing, blaming and making assumptions on another person's motives.
- It is inevitable, based on our humanity, that conflict will arise. Constructive conversations help everyone to learn, grow and change for the better. Where both parties agree to seek a positive resolution, positive outcomes are likely to result.
- Remember, that there are at least two sides to any story. It is recognised that many of us have different perceptions of the same reality.
- Don't speak on behalf of others.
- Negative gossip is wrong and never resolves anything.
- The rights, responsibilities and expectations articulated in the St. Marks' Successful Behaviour Learning Plan are upheld and adhered to.
- Diocesan protocols and procedures will be adopted as required. These can be viewed at [BCE Complaints Management Policy](#).
- At times, a series of meetings may be necessary to resolve an issue.
- Allow a reasonable time for issues to be resolved.
- Every endeavour will be made to solve grievances at a local level.
- If seen as necessary, recording of issues will be undertaken when grievances are brought forward. Main points raised may be summarised and confirmed to be accurate and then an investigation and/or appropriate action may be discussed, carried out and followed up.
- If a complaint is made against a person, that person will be informed of the nature and content of the complaint and have the right to respond. No one will be victimised as the result of taking out a formal grievance.

Students:

What do I do if I'm a student with a grievance?

Talk to the classroom teacher/teachers or another trusted teacher. Sometimes the person helping you will need to speak to someone else so that the problem can be solved. You need to let that person know that you are OK about that.

IF NOT RESOLVED

Tell your parents and ask them to talk to the teacher/teachers involved.

IF NOT RESOLVED

Talk to the school leadership team.

Parents/Caregivers:

What do I do if I'm a parent/caregiver with a grievance?

Make sure you have the issue clearly identified before contacting the school. If there are a number of issues, it is a good idea to have them written down. It is unfair to discuss major grievances without prior arrangement.

AND

Arrange a time convenient to all parties to speak to the classroom teacher/teachers involved. Please do not speak to other children about grievances. At no time is it acceptable for a parent to discuss an issue with another child.

IF NOT RESOLVED

Make an appointment with the school leadership team. It is recognised that in cases concerning the whole school or serious allegations eg criminal or professionally negligent nature, that these should be directed to the principal in the first instance.

IF NOT RESOLVED

Make an appointment with the Area Supervisor from Brisbane Catholic Education.

Staff:

What do I do if I'm a staff member with a grievance?

Make sure you have the issue clearly identified. If there are a number of issues, it is a good idea to have them written down.

AND

Arrange a time to speak with the person involved. If you need to clarify the issue, talk it through with one other trusted member of staff. At no time is it acceptable for a staff member to discuss an issue involving another staff member with anyone else on staff.

IF NOT RESOLVED

Talk to the school leadership team.

IF NOT RESOLVED

Talk to the Area Supervisor. Contact the Area Supervisor by phone or by writing and request a meeting time, detailing your grievance and communicating the actions taken so far.

What if I have a specific problem/question that needs to be addressed?

Who do I speak to?	About...	When is a good time?
Principal	Matters to do with overall procedures, policies and functions of the school, school fees, family issues, major issues involving your child, issues involving the school's reputation.	Ring the school and ask if The Principal is available. If not, leave a message for The Principal to return your call.
Assistant Principal	Curriculum matters, reporting and assessment, behaviour issues, family issues, medical plans for students.	Ring the school and ask if The Assistant Principal is available. If not, leave a message for The Assistant Principal to return your call.
Assistant Principal Religious Education (APRE)	Social and emotional issues, sickness or death in the family, celebrations or births in the family, situations which may impact on your child's ability to cope at school, complaints referring to physical, sexual, emotional abuse.	Ring the school and ask if APRE is available. If not, leave a message for APRE to return your call.
Guidance Counsellor	Educational assessments, behaviour issues at school and home, social and emotional issues, complaints referring to physical, sexual, emotional abuse.	Ring the school and ask the Guidance Counsellor to ring you to make an appointment.
Support Teacher – Inclusive Education	Learning support, additional help for children who need it, speech issues, educational assessments.	Ring the school and ask for the Support Teacher to ring you to make an appointment.
The Class Teacher	Class programs, projects, homework, discipline, friendship issues, issues outside of school that affect learning.	Ring and make an appointment to speak with the teacher before or after school.