

St Joseph's Catholic Primary School, Childers Grievance Policy



*A Connected Community – Christian Values, Catholic Family,
Individual Growth*

“Finally, all of you, have unity of spirit, sympathy, love for one another, a tender heart and a humble mind.” (1Peter 3:8)

Purpose: To outline the process of resolving concerns, grievances or complaints at St Joseph's Catholic Primary School, Childers. It is acknowledged that occasionally parents/guardians may have cause to raise a concern in relation to their child's education. The Principal and staff are committed to resolving with the aggrieved, issues raised in a prompt, positive and open manner, through consultation, co-operation and discussion.

What is a Grievance? A grievance is when we feel uncomfortable with the words, views or actions of another person.

What do I do?

STEP 1 - Make a suitable meeting time to speak with the child's class teacher. This may be done by contacting the teacher or front office either by phone, email or in person.



STEP 2 - If the initial concern is not resolved or adequately addressed with the class teacher, the matter may be referred to a higher authority. An appointment will be required to see either the APRE or Principal for resolution. To make an appointment, please contact the school office.



STEP 3 - If the issue is still not resolved after being raised with the Principal, you may contact the Area Supervisor for Brisbane Catholic Education.

The Principal has the final responsibility for all matters relating to school and Brisbane Catholic Education policies.