

# St Joseph's Catholic Primary School, Childers

## Parent and Students Complaints Policy



*Learning Together to Make a Difference with Creativity, Compassion and Courage.*

*"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 Senior Leader for Brisbane Catholic Education.

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