

# St Francis Xavier School

## Grievance Policy

### Introduction:

At St Francis Xavier School we encourage conflict resolution strategies which promote the dignity of all.

### Rationale:

At St Francis Xavier School we encourage all children to realise their full potential, in an atmosphere which reflects Gospel values. We want children to learn in an environment that is happy, safe and respectful. We as adults are role models of the behaviour exemplified by this belief. We act with dignity and compassion. We do this by maintaining open and honest communication with an emphasis on building community rather than marring reputations. Everyone is listened to and problems are solved confidentially and as expeditiously, cooperatively and fairly as possible, taking into consideration a variety of needs.

We would attempt to resolve issues before they result in conflict.

### Guidelines:

- Confidentiality is paramount
- Focus on the issue
- Stay calm when talking through your concern
- Explain who was involved, what happened, what you did, what you believe was unfair or unjust
- Every endeavour will be made to solve grievances at a local level
- An investigation and/or appropriate action will be discussed, carried out and followed up
- Remember that there are always two sides to the story. It is recognised that many of us have different perceptions of the same reality
- 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
- Recording of issues will be undertaken when grievances are brought forward
- The rights, responsibilities and expectations articulated in the St Francis Xavier Behaviour Support Plan which includes Anti-Bullying procedures are upheld and followed
- Brisbane Catholic Education protocols and procedures will be adopted as required. These can be viewed at [www.catholic.edu.au](http://www.catholic.edu.au)
- Constructive conflict helps everyone to learn, grow and change for the better. Where both parties agree to seek a positive resolution, positive outcomes are likely to result

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

Talk to the classroom teacher/teacher involved or another trusted adult/parent

AND



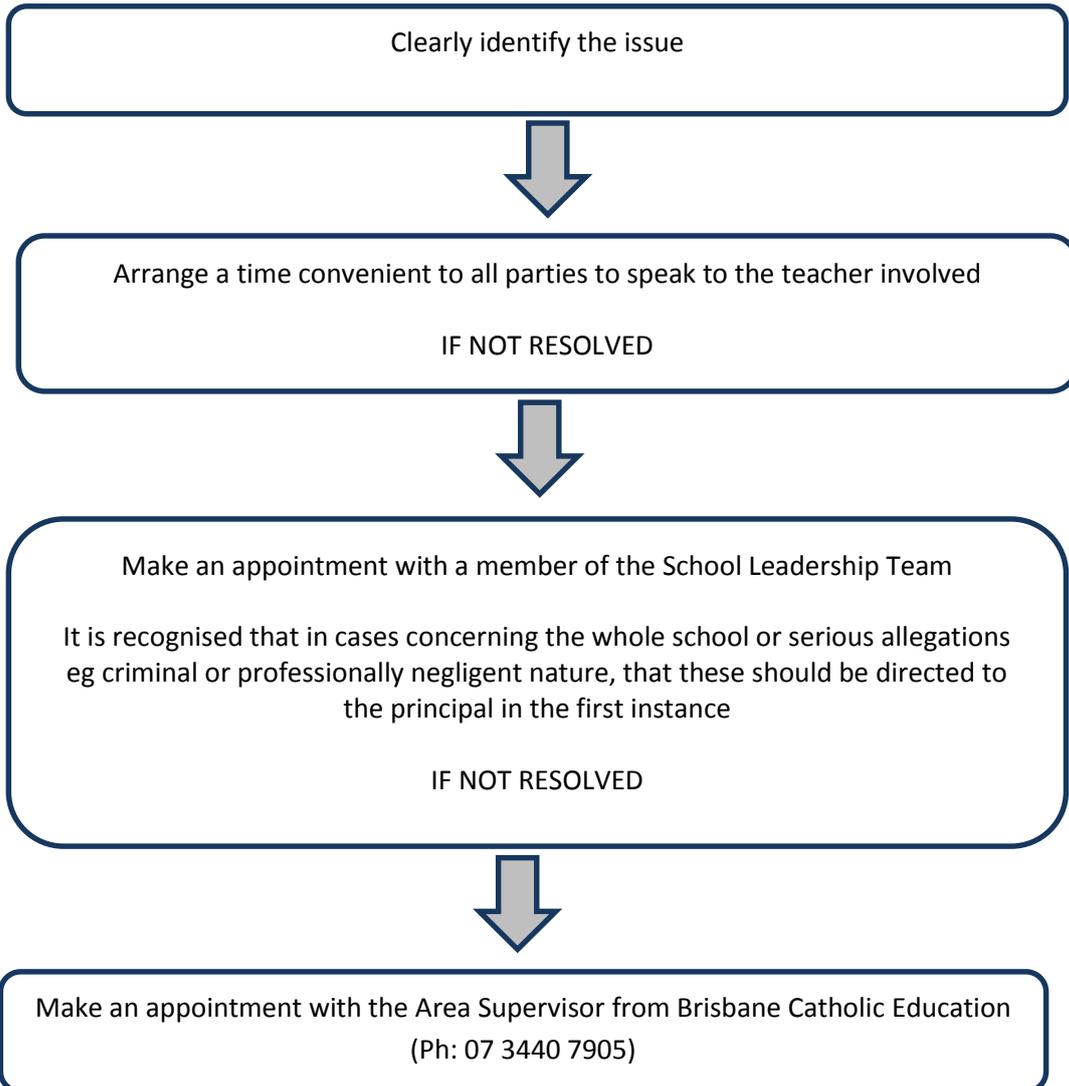
Write about the problem and put it into the Stop/Think/Do box

IF NOT RESOLVED



Talk to the Pastoral Worker and/or a member of the School Leadership team

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



## What do I do if I'm a teacher with a grievance?

