



Parent Grievance Procedure

In a school community issues of conflict or concern can arise. We believe we need to communicate clearly so that issues or concerns are resolved in respectful and appropriate ways. It is important that grievances are kept confidential, and that a time of reflection takes place before moving toward the Grievance Procedure. Criticism of the school, staff or members of the school community does not result in a supportive environment for your child's education as it undermines the trust between students, their teachers, and their community.

I have a concern about...

A SCHOOL POLICY	A STAFF MEMBER	A STUDENT	LEADERSHIP	ANOTHER PARENT
1. Make an appointment with a member of school leadership to discuss your policy concern	1. Make a time to meet with the person concerned	1. Express your concern to a teacher. Under no circumstances should a parent approach a student directly regarding an issue	1. Express your concern to the person	1. Take the time to reflect on the concern
2. Express your concern in writing to the School Board	2. Discuss your concern in a calm and fair manner	2. The teacher will address the concern through school behaviour development processes and advise you of actions	2. Discuss your concern in a calm and fair manner	2. If it affects the learning or safety of students, raise your concern with the class teacher and/or school leadership
3. If a problem cannot be resolved seek guidance from Catholic Education South Australia (CESA)	3. Listen to the staff member's response. Together decide the action to be taken by both parties	3. If the problem is not resolved, report the issue to school leadership	3. Listen to the staff member's response. Together decide the action to be taken by both parties	3. If warranted, school leadership will mediate the dispute or suggest outside agencies to guide you
	4. Agree upon a time to review the decision made	4. Where necessary, the parents of the child you have raised a concern about will be informed of the issue	4. Agree upon a time to review the decision made	
	5. If the problem is not resolved make an appointment to meet with school leadership		5. If a problem cannot be resolved seek guidance from Catholic Education South Australia (CESA)	