



Policy Statement

GRIEVANCE PROCEDURE - PARENTS

DATE: November 2017

Aim

To provide an avenue for parents/carers, to address any concerns that they may have regarding their child's care at St Martins Lutheran College.

Rationale

Issues or concerns that you, as parents, may have regarding your child's care at St Martins Lutheran College are most effectively dealt with if they are raised in the following ways.

All personal matters such as concerns regarding student, parent or staff relationships should be raised directly with the most relevant Staff member then Principal or Head of School in a confidential manner.

Implementation

The following guidelines may assist you if you have a concern.

- a. Make an appointment to talk to the person with whom you have a concern, or with whom your concern is closely related. Let him/her know what subject you wish to discuss as this will facilitate the process; this makes the most productive use of the time available.
- b. Meet with the staff member and use appropriate Problem Solving and/or Conflict Resolution strategies to formulate positive action for the future.

That is: 1. Identify the facts

2. Explore why the facts present a problem

3. Share feelings

4. Jointly commit to some future action and goals within the guidelines of College policy and procedure and values.

If you consider that the issue you have raised is still unresolved, it is important that you state this to the person at the conclusion of the meeting.

- c. If the issues are not resolved, make an appointment with the Principal or Head of School. Let them know what subject you wish to discuss as this will facilitate the process.
- d. Meet with the Principal or Head of School. Results of this meeting may include the following:
 - o the situation is investigated further and monitored;
 - o further discussions with the people involved;
 - o outside support for the child or family may be sought.

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- e. If you are still dissatisfied with the outcome of the meeting, phone or write again to the Principal or Head of School and the Chair of the College Council to air your concerns. If the College does not receive further information it is reasonable to assume that the issue has been resolved.
- f. If after steps a) - e) you are still dissatisfied contact the Executive Director of Lutheran Education SA, NT & WA, who will endeavour to resolve the situation further. The expectation of the Executive Director will be that the above steps have been followed. Please note that neither the Minister for Education and Child Development nor the Department of Education and Child Development has any power to directly intervene in any grievance relating to the operations of a non-government school.

Steps a) – e) are considered appropriate toward the resolution of all grievances. If there is the case where a parent feels uncomfortable meeting with the appropriate staff member, then an agreed mediator should be sought. Example: another staff member, Principal, pastor, or agreed professional.

It is important that these grievances are kept confidential, and although at times you may wish to seek support from friends or an advocate, it is very important to do this with discretion.

When the matter is discussed in the student’s hearing, it is important that the student understands that you have confidence that the issue will be resolved confidentially at the College level.

Whilst constructive criticism, appropriately shared and in line with this policy is welcomed, denigration or defamation of the College and staff does not support Best Practice of the child’s care in the College as it undermines trust and confidence. St Martins can only deal with issues that are raised in the ways outlined above. If we do not receive information then we assume that all is well.

In the event that a parent persists in airing grievances in an inappropriate manner, the parent(s) will be required to attend a meeting with the College Principal and/or Chair of Council. Consultation by the Principal and/or Chairperson for the benefit of maintaining confidence, trust and confidentiality, will occur and this policy will be highlighted as an expectation for all.

Definitions

References

Review Date and Specifications

January 2018

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