

SMMC-Albury-Complaints and Grievance Policy

Rationale:

Saint Mary MacKillop College Albury is committed to the Christian values of charity and justice. We have the desire and the responsibility to ensure that the highest possible moral standards are maintained by the staff and students in their conduct within the school.

Aims:

- To provide structures for a truly harmonious climate of cooperation and trust among the various parties involved in the process of educating young Catholics according to the principles laid down in our education philosophy.
- To resolve efficiently any complaints arising from a breakdown in this process.

Student, Parent and Staff Grievance Procedures:

The procedure for registering grievances is as follows:

For students:

- The student who has a grievance against a teacher should approach that teacher in all courtesy and make known his/her grievance.
- If this is not feasible or does not produce a resolution of the problem, the student should report the matter to his/her guardian who will act as follows:

For parents:

- If the parent has a grievance – either on behalf of the child or on their own behalf – the matter should be brought to the attention of the person/teacher concerned.
- If a parent has queries or concerns about subject areas, these should be brought to the attention of the subject teacher.
- If any grievance is not resolved by going to the person/teacher concerned, the matter should be reported to the Principal or a member of the staff executive team or to the Directors of the School.
- If a parent has a grievance, Principal/High School Co-ordinator or the Directors of the School should be apprised of the problem both in writing and by means of personal discussion.

For teachers:

- Teachers who have a grievance in relation to a student or students should first refer the matter to the Principal.
- If the matter is not thereby resolved, it should be brought to the attention of the Principal, who may refer the matter to the parents.
- Teachers who have a grievance in relation to parents should refer the matter to the Principal or the Directors of the School.
- Teachers who have a grievance in relation to any aspect of the School programme should refer the matter to the Principal or the Directors of the School.

In every instance, the person(s) against whom a grievance is directed is/are to be given early notification of the details of the complaint.

They are to have the right of reply and of defence before any discussion of the problem is carried out or any resolution attempted.

Resolution of conflicts should be accomplished in a spirit of justice and charity and as promptly as possible after the complaint has been registered.

Furthermore, in line with other schools, businesses and organisations, which wish to function efficiently and justly, Saint Mary MacKillop College Albury will take no action in response to anonymous complaints.