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# Positive Communication (‘Grievance’) Procedures

## 1. VALUES

Justice, Tolerance, Respect, Dignity, Compassion, Witness and Reconciliation

## 2. DIOCESAN POLICY

These (HSC) POSITIVE COMMUNICATION (‘Grievance’) Procedures have been developed by the College Board to align with the Diocesan Education Council Policy titled ‘Grievance Procedures for Parents and Students’ accessible on the Catholic Education – Diocese of Rockhampton website [[www.rok.catholic.edu.au](http://www.rok.catholic.edu.au)]

## 3. STATEMENT OF PRACTICE

Holy Spirit College seeks to achieve two core goals:

- (i) to provide quality education for Students, within the Catholic tradition, and
- (ii) to achieve a sense of positive community for Students and between Staff and Parents.

If and when concerns arise – for Parents and/ or Students – then the College seeks to address any such issues in an atmosphere of mutual respect, compassion and open communication so that mutual resolution can be reached in a timely manner.

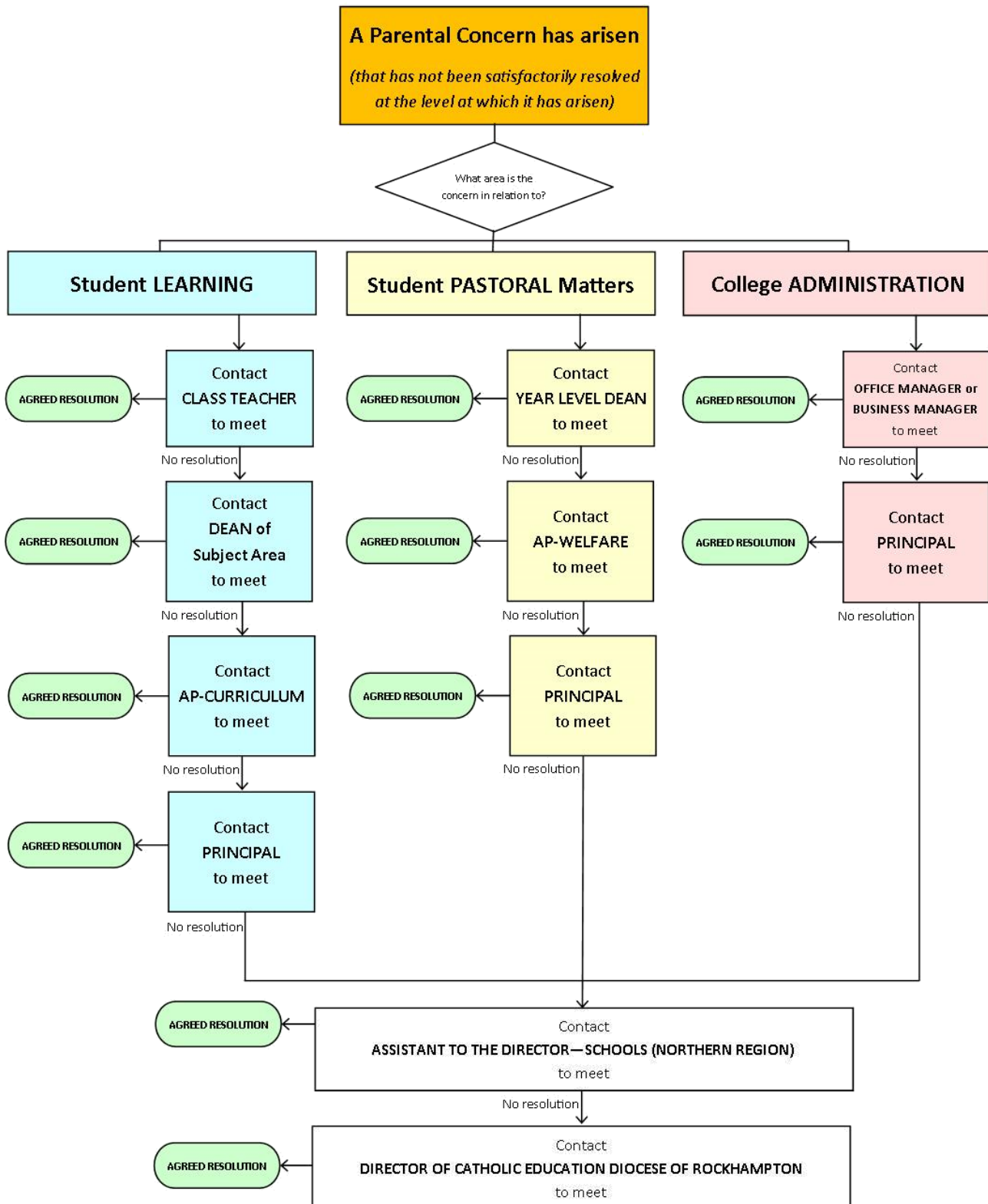
## 4. COMMITMENT

Should a Parent and/or Student of the College community have a concern that has not been satisfactorily resolved at the level at which it has arisen, then a ‘grievance’ may exist.

Further, a ‘grievance’ may also exist where a Parent and/or Student believes a complaint or concern has not been handled appropriately or where his/her needs have not been adequately met.

In such instances, the College’s approach seeks to be consistent with the Canon Law principle of *Subsidiarity* – which calls for all parties to seek to resolve issues, concerns or grievances ‘*at the lowest level*’, in the first instance.

## POSITIVE COMMUNICATION ('GRIEVANCE') FLOWCHART





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## 5. SUPPORTING GUIDELINES

Should a member of the College community (Parent or Student) wish to raise an issue, concern or grievance, the following overview provides guidelines for action:

### A. Concerns in relation to Student **LEARNING**:

1. If the concern or grievance relates to Student **LEARNING** - such as classroom practice - then contact should generally first be made to speak with the relevant **Class Teacher** in the first instance - with the intention of seeking to arrange a mutually convenient time to meet to discuss the concern(s) and to facilitate a resolution.
2. [*Note:* Should a situation arise where it may not be feasible or appropriate to discuss a concern or the grievance with the staff member who is directly involved – then, in such instances it may be necessary to contact the staff member’s immediate supervisor (as detailed below).]
3. In normal circumstances, the next level of contact in relation to an issue, concern or grievance is the relevant **DEAN of Subject/ Subject Area** (i.e., Department Head) in order to seek to facilitate a resolution. (Should a Parent/Student be uncertain regarding the appropriate person to approach, then contact to the College Office can usually easily clarify this information and assist the process of contact.)
4. Should a matter remain unresolved then contact should be sought with the **Assistant Principal – Curriculum** to seek to facilitate a resolution.
5. Should a matter remain unresolved then contact should be sought with the **Principal** to seek to facilitate a resolution.
6. If a resolution cannot be facilitated by the preceding steps (i.e., at College-level) or the grievance is in relation to the Principal, contact should be made with the **Diocesan Catholic Education Office** and in order to seek contact with the **Assistant to the Director – Schools (Northern Region)** to facilitate a resolution.
7. If a resolution cannot be facilitated by the preceding steps or the grievance is in relation to the Director – Schools (Northern Region), contact should then be made with the **Diocesan Catholic Education Office** and contact sought with the **Director** to facilitate a resolution.



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## **B. Concerns in relation to Student PASTORAL matters:**

1. If the concern or grievance is of a PASTORAL nature in relation to a Student, it should be first addressed with the relevant **Year Level Dean of Students** to seek to facilitate a resolution.
2. Should a matter remain unresolved then contact should be sought with the **Assistant Principal – Welfare** to seek to facilitate a resolution.
3. Should a matter remain unresolved then contact should be sought with the **Principal** to seek to facilitate a resolution.
4. If a resolution cannot be facilitated by the preceding steps or the grievance is in relation to the Principal, contact should be made with the **Diocesan Catholic Education Office** and in order to seek contact with the **Assistant to the Director – Schools (Northern Region)** to facilitate a resolution.
5. If a resolution cannot be facilitated by the preceding steps or the grievance is in relation to the Director – Schools (Northern Region), contact should then be made with the **Diocesan Catholic Education Office** and contact sought with the **Director** to facilitate a resolution.

## **C. Concerns in relation to matters in relation to College ADMINISTRATION:**

1. If the concern or grievance relates to an aspect of College ADMINISTRATION it should be first addressed with the **Office Manager** or **Business Manager**, as appropriate, to seek to facilitate a resolution. (Should a Parent be uncertain regarding the appropriate person to approach, then contact to the College Office can usually easily clarify this information and assist the process.)
2. Should a matter remain unresolved then contact should be sought with the **Principal** or his/her delegate (i.e., appropriate Assistant Principal) to facilitate a resolution. (Should a Parent be uncertain regarding the appropriate person to approach, then contact to the College Office can usually easily clarify this information and assist the process.)
3. If a resolution cannot be facilitated by the preceding steps or the grievance is in relation to the Principal, contact should be made with the **Diocesan Catholic Education Office** and in order to seek contact with the **Assistant to the Director – Schools (Northern Region)** to facilitate a resolution.



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4. If a resolution cannot be facilitated by the preceding steps or the grievance is in relation to the Director – Schools (Northern Region), contact should then be made with the **Diocesan Catholic Education Office** and contact sought with the **Director** to facilitate a resolution.

## 6. CONSIDERATIONS

1. It is imperative that a sense of mutual respect, honesty and a willingness to search for an equitable resolution to be uppermost in the minds of all who engage in seeking solutions to a problem, concern or grievance:

For example:

- Establish the facts of the matter and isolate the problem.
  - Focus on the facts and offer solutions to the problem.
  - Engage in open discussion, listen to answers and avoid jumping to conclusions in the initial stages of the process. Negotiate a solution.
  - Agree on the implementation and fix a review date if necessary.
2. It is important that communication be commenced as soon as possible so that the issue can be resolved at the earliest possible stage and in a timely manner.
  3. Where circumstances suggest that such an approach would be most effective - and the parties are agreeable - arrangements for internal mediation can be made available - at each level of subsidiarity within the College.
  4. A person with a grievance may nominate a Support Person (in a form/manner consistent with relevant industrial legislation/ Agreements).