

RIGHT RELATIONSHIPS – PARENT AND STUDENT GRIEVANCE

Scope: This policy applies to all Catholic kindergartens, schools, colleges, and outside school hours care centres conducted by Catholic Education - Diocese of Rockhampton (referred to as Catholic Education in the document).

1. POLICY STATEMENT

Each Catholic school, college and service (hereafter referred to as Catholic schools) in the Diocese of Rockhampton is to apply the Catholic Education *Right Relationships – Parent and Student Grievance Procedures – Position Statement*.

2. DESCRIPTION

If a parent or student has a complaint or concern that has not been satisfactorily resolved at the level at which it has arisen, a grievance may exist.

A grievance exists where a person believes a complaint or concern has not been handled appropriately or where they believe their needs have not been adequately met.

There may exist at school or Catholic Education levels specialised policies and/or procedures to cover certain types of complaint that may occur in schools – for example sexual harassment. This policy is not intended to replace any such specialised policies or procedures, but is to provide direction in areas not covered by them.

This policy does not apply to complaints alleging criminal behaviour, which should be referred to the Diocesan Director Catholic Education for police action.

3. IMPLEMENTATION ISSUES

1. The Principal is responsible for the implementation of the procedures.
2. While maintaining the integrity of the guidelines for grievance procedures, the Principal will ensure that the procedures adopted are relevant to the local school context.
3. The School Board, in consultation with the school community, is responsible for the regular monitoring and evaluation of the grievance procedures.
4. The school's unique Special Religious Character is recognised when implementing the procedures.



5. The Catholic Education Right Relationships Parent and Student Grievance Procedures are located on the Catholic Education Diocese of Rockhampton website.
6. Principals are to ensure that a link to the Catholic Education Right Relationships Parent and Student Grievance Procedures is provided within the school's website.

4. REFLECTION MATERIAL

CATHOLIC EDUCATION POLICIES AND DOCUMENTS

- [Right Relationships Parent Code of Conduct – Position Statement](#) 2017
- [Right Relationships Parent and Student Grievance Procedures](#) 2019
- [Grievance Form](#)