In a school community issues of conflict or concern can arise. The School Board believes 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 or the teacher does not support your child’s education as it undermines the trust between students and their teachers.

**Our Lady of the River School Berri**

**PARENT GRIEVANCE PROCEDURE**

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**I have an issue about…..**

**A School Policy**
1. Make an appointment with a member of leadership to discuss your policy concerns
2. Express your concern in writing to the School Board
3. If a problem cannot be resolved seek guidance from Catholic Education South Australia (CESA)

**A Staff Member**
1. Make a time to meet with the person concerned
2. Discuss your concern in a calm and fair manner
3. Listen to the staff member’s response. Together decide the action to be taken by both parties
4. Agree upon a time to review the decision made
5. If the problem is not resolved make an appointment to see the *Principal***

**A Student**
1. Express your concern to a teacher. Under no circumstances should a parent approach an issue directly with a student
2. The teacher will address the concern through school behaviour development processes and advise you of actions
3. If the problem is not resolved report the issue to the *Principal* or **APRIM***
4. Where necessary the parents of the child you have the complaint about will be informed of the issue and the appropriate consequence.

**Leadership**
1. Express your concern to the person
2. Discuss your concern in a calm and fair manner
3. Listen to the staff member’s response. Together decide the action to be taken by both parties
4. Agree upon a time to review the decision made
5. If the problem is not resolved seek guidance from Catholic Education South Australia (CESA)

**Another Parent**
1. Take time to reflect on the concern
2. Raise your concerns with the class teacher and/or leadership if it affects the learning or safety of students
3. If warranted leadership will mediate the dispute or suggest outside agencies to guide you

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* *Principal*: Ros Oates

**APRIM**: Assistant Principal Religious Identity and Mission— Raelene Edwards

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Review Date— May 2015