



# St Brigid's School

## Policy Document

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# Grievance Policy

## 1. Purpose










All members of the school community including students, staff, parent/caregivers and volunteers have the right to be physically and emotionally safe at all times in their relationships with others. This policy sets out the stance of the St Brigid's School Community in responding to grievances.

## 2. Scope

This policy applies to all students, staff, parents, and volunteers at St Brigid's School.

## 3. Policy

The school is committed to:

-  Respecting individual dignity through authentic pastoral care
-  Recognising the rights of its students, staff, parent/caregivers or volunteers to register a complaint or grievance about any decision, behaviour, act or omission that they feel is unfair, discriminatory or unjustified
-  Ensuring high standards of conduct are maintained by students, staff, parents/caregivers and volunteers at all times
-  Ensuring that grievances are managed and resolved fairly, efficiently and in a timely manner
-  Working collaboratively to provide a consistent and just approach to managing grievances
-  Maintaining confidentiality at all times
-  Working within a relational and restorative framework
-  Implementing an appropriate curriculum aimed at developing self-confidence, personal responsibility and problem solving skills, that focuses on the needs of the individual student and the community
-  Providing staff with appropriate training so that contemporary and relevant approaches are applied

## 4. Definitions

**Grievance** – a statement of complaint over something believed to be wrong or unfair.

**Pastoral care** - Pastoral care of children, young people, families, volunteers and staff in school communities refers to all actions taken by school leaders and community members in all areas of

school life to promote and enhance personal, social, physical, mental, or spiritual wellbeing of all in their care.

**Discriminatory** – making or showing an unfair or prejudicial distinction between different categories of people or things, especially on the grounds of race, age, or sex.

**Confidentiality** – the state of keeping or being kept private

**Relational** – concerning the way in which two or more people are connected

**Restorative** – repairing relationships

**Students** – children that attend St Brigid's school.








**Staff** - employees of St Brigid's school.

**Parent/Caregiver** – The parent, guardian or caregiver of a student.

**Volunteer:** A person who provides their services to the school free of charge, has completed Working with Children Checks and the school's volunteer induction requirements.

## 5. Supporting Procedures or Policy Support Documents

This Policy is to be read in conjunction with, and is additional to, any relevant South Australian Commission for Catholic Schools (SACCS), school or CEO policy, procedure or support document. All Staff are required to comply with the provisions of any such documents, including the following:

-  CESA Respectful Relationships Behaviour Education and Students Policy and Procedure
-  Catholic Education SA Duty of Care Policy and Procedures
-  Protective Practices for Staff and their Interactions with Students
-  St Brigid's Child Protection Policy
-  St Brigid's Anti-harassment Policy
-  CESA Code of Conduct
-  Policy for the Care, Wellbeing and Protection of Children and Young People

– SACCS 2011

Responsibility for implementation, monitoring and review of the policy is vested at the level appropriate to the following roles:

*S. N. Correll*

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Shannon Correll  
Principal

*A. Omar*

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Asmara Omar  
School Board Chairperson

Dated: October 2021

Review Date: October 2024

Review History: 2018