




POLICY	 SPW EARLY LEARNING AND PRIMARY EDUCATION
Title: Parent/Caregiver Grievance	
Authorised by: Principal No.: PRIN-47 Issue Date: September 2011 Last Reviewed: June 2018 Next Review Date: June 2022	Page Number: 1 of 5

Parent/Caregiver Grievance Policy

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1 INTRODUCTION

St Peter's Woodlands welcomes feedback from all members of its school community. This Parent/Caregiver Grievance Policy and Procedure is designed to assist the school community to understand the correct processes to follow.

2 VALUES

SPW is built around the values and traditions of the Anglican Church. The fundamental Christian teaching "love God and love your neighbour" underpins the School's philosophy and programs. We want our students to understand how the values of tolerance, compassion and respect underpin our relationships, which is what we also ask of our parents/caregivers. As a community we believe we are better together.

Therefore, St Peter's Woodlands is committed to:

- Actively look for opportunities to support one another as we learn to grow
- Work in an open active partnership with parents/caregivers and the community, with the aim of resolving any concerns
- The equal treatment of all parties to the dispute
- Adhering to the principles of natural justice
- Upholding the rights of both sides to be heard, respected and treated fairly
- Ensuring neither party is victimised or discriminated against as a result of the complaint process

3 THE SCOPE OF CONFIDENTIALITY AND DISCRETION

SPW will treat parent/caregiver complaints with respect, sensitivity and due discretion. However, parents/caregivers should not assume that their communications with SPW, or any documents they may supply to the School, will necessarily be kept confidential. Although SPW endeavours to deal with complaints with appropriate discretion, we reserve the right to disclose details of the matter to other persons who in our opinion need to know them, in order to facilitate the resolution of the complaint.


During all processes related to the resolution of matters of concern, objectivity will be maintained by SPW and no judgements will be made whilst the process is underway.

- Grievances that occur between one parent/caregiver and another, fall outside the jurisdiction of the School.
- If a parent/caregiver has a grievance with a student, the parent/caregiver is asked to approach the class teacher rather than the students directly.
- Not all grievances are formal and it is at the discretion of the Principal whether the information is passed on.

Neither the Minister for Education nor the Department for Education has any power to directly intervene in any complaints relating to the operations of St Peter's Woodlands Grammar School.

4 GRIEVANCE PROCEDURE

SPW is committed to handling complaints/grievances effectively and efficiently. Should such a grievance arise, parents/caregivers are asked to follow the steps outlined in the "Grievance Procedure – Parents/Caregivers" flow chart (appendix to this Policy), for the effective and early resolution of matters of concern or complaint to the parents/caregivers of a St Peter's Woodlands Grammar School student.

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5 FURTHER INFORMATION

Further information regarding this policy is available from any member of the Executive Leadership Team.

Relevant Legislation

Privacy Act 1988

Related Policies

PRIN-28 Privacy
 ELC-56 ELC Grievances

Related Procedures & Standard Operating Procedures

PRIN-47-01 Grievance Procedure for Parents/Caregivers (Appendix to this document)
 WHS-44-02 Grievance Procedure for Staff
 WHS-44-03 Grievance Procedure for Students

Related Forms & Checklists

None


Related Safe Work Practices & Guidance Notes

None

Related Other Documentation

None

PRINCIPAL <i>(Signature)</i>	DATE

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APPENDIX: GRIEVANCE PROCEDURE PARENTS/CAREGIVERS

The Procedure PRIN-47-01 Grievances – Parents/Caregivers is attached to and forms part of this Policy.

