

St Joseph's Primary School

42 Pine Mountain Road,
North Ipswich Q 4305

Phone: (07) 3201 6188

Fax: (07) 3201 5121

Email: pnthipswich@bne.catholic.edu.au

www.stjosephsnorthipswich.qld.edu.au



St Joseph's Primary School Resolution of Concerns/ Grievance Policy

Policy:

We value positive relationships between parents and the school. When concerns or grievances arise, they should be addressed in an appropriate and effective manner.

When a concern arises, contact your child's teacher/staff member.

The first contact, verbal or in writing, when a concern arises should be with the teacher or the employee involved with the concern in an endeavour to reach an amicable salutation. You can either contact the teacher or the office to make a suitable time. Parents and teachers may wish to take notes of any outcomes or actions agreed upon in this meeting.

If the concern still exists, contact the Principal or APRE.

If parents feel that their concerns have not been addressed by the teacher, they should contact the Principal, or APRE to arrange a meeting to discuss their issue. The outcomes of this meeting may include:

- a. The Principal/APRE meets with the parent/carer to discuss the issue.
- b. The Principal/APRE meets with the teacher to discuss the issue.
- c. The Principal/APRE facilitates a meeting with the teacher and the parent/carer to seek a resolution.

Parents can express their concerns further.

Parents may wish to express their concerns further by writing to the Principal, who will give a copy of this written correspondence to the teacher.

The Principal will then formally reply to the written correspondence, in writing.

What if parents still have concerns?

Following these steps, if parents are still concerned, they are welcome to make contact with the Area Supervisor at Brisbane Catholic Education.

Catherine Thompson
Area Supervisor
Brisbane Catholic Education
GPO Box 1201
Brisbane, QLD 4001
cathompson@bne.catholic.edu.au

What if the concern is a very serious allegation?

It is recognised that in the case of a very serious allegation (e.g. those of a criminal or professionally negligent nature) such concerns should be directed to the Principal. If the concern is related to the Principal, concerns should be directed to Brisbane Catholic Education.

