Resolution of Concerns/Grievances
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 when a concern arises should be with the teacher or the employee involved with the concern in an endeavour to reach an amicable solution. 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.

What if the concern is a very serious allegation?

It is recognised that in the case of a very serious allegation (eg those of a criminal or professionally negligent nature) such concerns should be directed to the Principal.

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

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

a. The Principal/APRE asking parents to discuss the matter further with the teacher.
b. The Principal/APRE meeting with the teacher to discuss the issue.
c. The Principal facilitating a meeting of the teacher and the parents 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 letter to the teacher. The Principal will then formally reply to the letter, 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. The address is:

Dr Annette Duffy
Area Supervisor
Brisbane Catholic Education
GPO Box 1201
Brisbane Qld 4001