Grievance Policy

Rationale

Cardijn College recognises the principles of justice, equity and fairness as critical in resolving issues around concerns, complaints and grievances. Cardijn College has adopted the following policy:

Policy Statement

Cardijn College is committed to maintaining an environment which is trusting, open and promotes effective communication.

Cardijn College

- recognises that there may be occasions when a student or parent perceives that there has been an unfair or inappropriate response to a school issue
- is committed to resolving all student and parent grievances through effective, fair and impartial procedures.

Responsibilities

The School Board will:

- develop, monitor and review the policy
- allocate resources to facilitate necessary training and to implement the policy.

The School Leadership will:

- promote models of behaviour between school personnel and students based on mutual respect and consideration
- ensure that all members of the community will be informed of the Grievance Policy and its procedures
- ensure that all grievances will be addressed in a timely manner
- ensure that all grievances are dealt with from a position of empathy and impartiality
- ensure appropriate procedures are developed, monitored and reviewed for dealing with concerns, grievances and complaints.

The School Personnel will

- be familiar with and understand the policy and procedures for dealing with Grievance.
The College commits themselves to the following principles:

1. Parties will be encouraged to resolve the matter together in the first instance.
2. The focus for resolution of a grievance will be upon an issue, not an individual.
3. All individuals will have a right to present their case fully and openly and without fear of retribution.
4. The right to confidentiality will be respected within the context of finding a satisfactory resolution.
5. Grievance issues will be dealt with one at a time.
6. Grievance matters will be taken up on an individual basis only.
7. Resolution of any grievance will be achieved as quickly as possible.
8. Parents/guardians will be kept informed, where applicable, of matters pertaining to the grievance.
9. Grievance resolution will involve only those critical to the resolution.