



367 High Street  
NAGAMBIE VIC 3608  
T: 03 5794 2608  
F: 03 5794 1435  
M: 0417 489 577  
E: [principal@sjnagambie.catholic.edu.au](mailto:principal@sjnagambie.catholic.edu.au)  
W: [www.sjnagambie.catholic.edu](http://www.sjnagambie.catholic.edu)

## Grievance/Complaints

Policy Developed Date: May 2020

Policy Reviewed Date: May 2023

## **Identity Statement**

St Joseph's; a child safe school, is a Catholic Community in the Josephite tradition where we learn and grow in the Spirit together.

## **Vision Statements**

St Joseph's; a child safe school, strives to be an educating community:

- Where the total development of each child is nurtured.
- Where an environment of trust, respect, hope and safety is built, with direct reference and consideration to child safe standards and policies.
- Where families and the school work in partnership sharing the responsibility to educate the child.
- Where school life is an integral part of the parish and the wider community.
- Where the students learn in a challenging, enjoyable and cooperative way.
- Where the teachings of Jesus are taught, modelled and lived.

## **Graduate Outcomes**

St Joseph's students learn to become:

- Problem solving, inquiring, critical thinkers with high competencies in literacy and numeracy.
- Technologically competent and ethical users of technology.
- Hope filled, independent, resilient and confident young people.
- Knowledgeable and appreciative of the Catholic faith.
- Socially adept, respectful, just, environmentally conscious and appreciative of diversity.

**At St Joseph's we are being our best when we are...**

**Being respectful, being friendly and being positive learners.**



### **Rationale:**

At St Joseph's School we believe that positive, clear and effective processes for resolving grievances between the school and community members assists in the building of strong relationships, strengthens partnerships encourages participation in school and parish life, and ultimately builds a welcoming, supporting, Catholic school community

St Joseph's School has both a desire and a responsibility to ensure that high standards of conduct are maintained by staff and students at all times, and that complaints are managed and resolved fairly, in an atmosphere of acceptance, respect and pastoral care and in accordance with relative legislation.

### **Aims:**

To provide a welcoming supportive Catholic school environment.

To resolve complaints fairly, efficiently, promptly and in an atmosphere of acceptance, respect and pastoral care and in accordance with relative legislation.

### **Implementation:**

All Child Safe related matters must be referenced through our

- Child Safe policy,
- Child Protection- Failure to Protect policy,
- Child Protection- Failure to Report policy
- Child Protection- Grooming policy.

St Joseph's School seeks to provide a positive, welcoming supportive Catholic school environment.

It is the Principal's responsibility to provide a healthy and positive school environment that is free from discrimination and harassment.

In doing so, the Principal must ensure that all staff are aware of their rights and responsibilities.

The Principal is required to use the complaint resolution procedures, where appropriate, for resolving complaints in relation to issues that fall within the school's area of responsibility. All cases of serious misconduct – sexual offences, criminal charges, or other serious incidents – must instead be referred to the Catholic Education office.

It is incumbent upon the Principal to act where unacceptable conduct is observed or brought to his or her attention.

It is important that all complaints, ensuing procedures and outcomes are fully documented.

The Principal may choose to respond to a complaint through an informal process in cases where the complaint is minor, the complainant wishes the matter to be dealt with informally, or the complaint has arisen from lack of or unclear communication.

Formal processes will be used when informal processes haven't been successful, a complainant seeks a formal process, or the Principal believes the complaint warrants formal investigation.

### **The formal process involves: -**

1. Investigating the complaint including formal interviews, written statements, conveying the details of the complaint to the respondent in writing, providing the opportunity for a written response.
2. Dismissing or accepting the complaint. Acceptance may involve the Catholic Education Office, verbal or written warnings, conciliation, or counselling, etc.
3. Preparation of a detailed confidential report.
4. Monitoring of the situation.
  - Parties dissatisfied with the process can appeal to the previously mentioned external agencies.
  - All matters must be treated with utmost confidentiality, and professional respect at all times.
  - The Parish Priest and the Catholic Education Office will be kept informed of all complaints.

# **HARASSMENT & BULLYING COMPLAINTS HANDLING AND RESOLUTION PROCEDURES**

This procedure needs to be read in conjunction with St. Joseph's Anti-Discrimination Policy and St. Joseph's Workplace Anti Bullying Policy.

## **DISCUSS**

All staff members are free and encouraged to discuss any incidents of workplace bullying, harassment or discrimination in a confidential capacity with the Principal, Welfare Coordinator or Deputy Principal.



## **MAKE CLEAR**

It is preferable that the aggrieved staff member makes clear to the harasser that the offending actions or remarks are not welcome. However, if unable to do so, the aggrieved should contact the Principal, Welfare Coordinator or Deputy Principal.



## **INFORMAL RESOLUTION**

Informal resolution approaches, such as conciliation between the aggrieved, the Principal, Welfare Coordinator or the Deputy Principal and the alleged harasser are encouraged in situations of a less serious nature and where all parties are comfortable with such an approach. A file note needs to be recorded and placed on the personnel file.



**MATTER RESOLVED**



**WHERE THE MATTER IS UNRESOLVED**



Where the matter is unresolved, and if both parties are in agreement, the Parish Priest and the Principal will offer mediation between the aggrieved and the alleged harasser. File notes will be made and placed on the personnel record card.



Where the matter still remains unresolved, a written request for a formal investigation will be made by the aggrieved to the educational consultant at the Catholic Education Office.