

GRIEVANCE POLICY

St Francis Xavier's (SFX) is committed to creating and sustaining an environment that is fair to all and free from discrimination, harassment, victimisation and bullying. Everyone is responsible for their own behaviour and should treat others with dignity, respect and courtesy, however it is recognised that on occasions inappropriate behaviours may occur.

This policy is designed to ensure that concerns, problems and complaints, whether verbal or written, that arise can be raised and resolved quickly and in a fair and reasonable manner. The complaint must also relate to decisions and actions undertaken in the provision of education and care services.

The following procedure does not apply to matters that are subject to external determination such as through any court, tribunal, commission or statutory authority or to matters that are the subject of civil litigation.

PROCEDURE

Please refer to Appendix A - **SFX Grievance Policy Flowchart** to best determine who your grievance is with and the steps available to help resolve your grievance.

All persons should follow the principles listed below:

- Speak directly with the person concerned (if practicable and safe to do so)
- Use an appropriate manner in which to speak to others
- Ensure all verbal and non-verbal communication is appropriate
- The conversation should reflect dignity and respect by all relevant parties
- Choose a suitable environment that is appropriate and conducive to discuss the issue(s)
- Refrain from using open areas that may inadvertently and unnecessarily draw the attention of others to the issue(s)

Related Documents

- [CESA Complaint Response and Resolution Procedure](#)

Document Control			
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Contact:	Jason Mittiga	Telephone: 08 8251 9500	jmittiga@sfx.catholic.edu.au



PARENT/COMMUNITY MEMBER GRIEVANCE PROCEDURE

In a school community, issues of conflict or concern can arise. At St Francis Xavier's we believe that these can be resolved in a respectful and appropriate manner. It is important that grievances are kept confidential and that a time of reflection takes place before moving toward the Grievance Procedure. Criticism of the school or staff does not support your child's education as it undermines the trust between home and school. Should this procedure need to be used, appropriate staff will endeavour to respond within two working days.

I have an issue about...

