

## **St Anthony's Catholic Primary School - Grievance Policy and Parent Code of Conduct**

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### **"Working Together"**

As the title indicates, it's about working together for the good of our children. We look forward to working together to be the best Catholic School community that we can all be.

#### **Rationale**

At St Anthony's Primary School we are committed to building a school culture that features positive and respectful relationships. As a Catholic school, these relationships are grounded in the values of the gospel, in particular the values of respect, compassion and responsibility. In keeping with Catholic social teaching, a respect for the innate dignity of each person shapes all our relationships. In building and nurturing this culture, we acknowledge that students and families can sometimes feel aggrieved about something that is happening at the school. Every member of our school community has a right to have their grievance or complaint addressed, and we will work positively and resolutely to achieve a satisfactory outcome for the people involved.

#### **Implementation**

As a Parent and Guardian we ask that you:

- Support your child/ren in all educational endeavours by giving praise and showing interest in school activities.
- Help your child/ren to understand that giving your best effort is important.
- Demonstrate that both parents and teachers work together for the benefit of the child/ren.
- Listen to your child/ren, but remember that a different 'reality' may possibly exist elsewhere.
- Understand the importance of a healthy parent/teacher/child triangle and communicate any concerns to your child's teacher in a constructive manner.
- Adhere to the school's policies, as outlined on the school website.
- Work in co-operation with the school to address any unacceptable behaviour shown by your child/ren.
- Support the school in its efforts to maintain a positive teaching and learning environment.
- Maintain a positive and co-operative attitude.
- Inform the school of any issues that impact on your child's wellbeing.
- Do not use social media to air your grievances with St Anthony's Primary School.

#### **Parent/Guardian Rights**

- To be treated with respect and courtesy by other parents.
- To be treated in a polite manner.
- To be respected by staff and students.
- To have a timely response to concerns raised.
- To be treated with professionalism from all staff members.
- To be listened to and clearly communicated with, in regard to their child's education.

## Parent/Guardian Responsibilities

- Use respectful language towards all staff and other members of the school community.
- Remain calm and polite when communicating with staff and other members of the school community.
- Under no circumstances approach another child whilst in the care of the school to discuss or chastise them because of actions towards their own child/ren.
- Be aware that incidents have many sides, be prepared to listen to them and seek to verify facts before stating a concern.
- Be mindful of what you say in order to respect the reputation of teachers and the school, including when using social media.
- Respect teachers' preparation time before and after school and to make an appointment at a mutually convenient time if you wish to speak to a teacher.
- Do not discuss any grievances in front of your child/ren regarding the school.
- On excursions, helping in class or on camps, parents must follow the instructions and wishes of the teacher, as outlined in the school's volunteer documents and information sessions.
- Attend the parent information sessions and return all required forms before helping at school, including on camps and excursions.

## Concerns

If a parent/guardian has a complaint, criticism or concern, it is expected the following steps be followed in the first instance:

1. Speak to the person involved first and try to resolve the concern with mutual respect and clear communication. Try to establish the facts as clearly as possible, be wary of third hand information and gossip.
2. If for some reason this is not possible, then make an appointment to see the Principal/Deputy Principal.
3. The Principal/Deputy Principal will arrange a meeting between the two parties involved in an attempt to mediate and find a resolution.  
It is important to note that criticism regarding a staff member will only be heard if it is related to their professional conduct.
4. If issues cannot be resolved in the above way way parents have the right to seek other avenues such as the Parish Priest or Catholic Education Melbourne.

## Staff safety and Wellbeing

The school places high value and priority on maintaining a safe and respectful working environment for our staff. We regard certain behaviours as harmful and unacceptable insofar as they compromise the safety and professional wellbeing of our staff. These behaviours include, but are not limited to:

- shouting or swearing, either in person or on the phone
- physical or verbal intimidation
- aggressive gestures
- writing rude, defamatory, aggressive or abusive comments to/about a staff member
- no vexatious complaints
- racist or sexist comments
- damage or violation of possessions/property

When a family member behaves in such unacceptable ways, the Principal or a senior staff member will seek to resolve the situation and repair relationships through discussion and/or mediation.

Where a family member's behaviour is deemed likely to cause ongoing harm, distress or danger to the staff member and/or others, we may exercise our legal right to impose a temporary or permanent ban from the parent entering the school premises. In an extreme act of violence that causes physical harm to the staff member and his/her property, the matter will be reported to the police for investigation.

## Evaluation

This policy was originally formed in consultation with staff members as part of the school's review cycle. It may be reviewed more regularly if the Principal forms an opinion that the school situation warrants a review.