OUR COMMUNITY
St Francis of Assisi School is a pastorally caring community.
We believe that we are called to ‘one another as I have loved you’ (John 13:34).

As members of this community we all have rights and responsibilities.

RIGHTS:
We all have the right to feel safe.
We all have the right to be a learner.
We all have the right to be who we are.

RESPONSIBILITIES:
To be guided by our school values and to ensure our behaviours match these values.

WHAT IS A GRIEVANCE?
A grievance is a concern or reaction to an incident or incidents, real or perceived, which results in the person feeling feelings such as….

- Sadness
- Stress
- Anger
- Thinking negatively
- Anxiousness

In such a state, the person is unable to engage appropriately and effectively in the community.

WHAT CAN THE PERSON DO?
Use the flowcharts to help resolve the grievance.
STUDENT GRIEVANCE
FLOW CHART

When you are feeling: Unhappy/angry/stressed/anxious

Can you cope with this yourself?
Have you tried your Wellbeing Strategies?

Talk to the person or people involved
(if you feel comfortable to do this)

Talk to someone you trust
(refer to your network of safe people)
friends, buddy, peer mediator, teacher
Make a plan together

If the problem continues or is urgent -
Talk to someone else:
The Principal, Deputy Principal/Assistant
Principal/Another teacher or staff member
ADULT GRIEVANCE FLOW CHART

When you are feeling: Unhappy/angry/stressed/anxious

Can you cope with this yourself?

INFORMAL OPTIONS

Speak to the person involved (if you can)

Speak to a trusted colleague/friend

Grievance Resolved

Grievance not resolved

Grievance not resolved

Grievance resolved

FORMAL OPTIONS

Speak to a Grievance Officer ie Principal/Deputy Principal or Assistant Principal or elected staff member. Identify a plan of action. Internal (School Counsellor) or External Mediation Services (ACCESS) may be required

NB If any of these officers are the cause of the grievance, go to next senior person.

Grievance Resolved

Grievance not resolved

Advise Principal Consultant CEO
PARENT GRIEVANCE
FLOW CHART

When you are feeling: Unhappy/angry/stressed/anxious

Can you cope with this yourself?

INFORMAL OPTION

Speak to the person/people involved
(it is advisable to bring grievances to class teachers as many grievances can be addressed informally)

Grievance Resolved
No further action

Grievance not resolved

FORMAL OPTION

Speak to a member of the Leadership Team. Identify a plan of action.
Internal (School Counsellor) or External mediator services may be required.

Grievance Resolved
No further action

Grievance not resolved

Advise Principal Consultant (CEO)