



St Francis of Assisi School, Newton

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ST FRANCIS OF ASSISI GRIEVANCE POLICY AND RESOLUTION FLOWCHARTS

Revised 2012

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

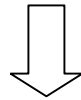
When you are feeling: Unhappy/angry/stressed/anxious



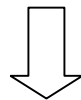
Can you cope with this yourself?
Have you tried your Wellbeing Strategies?



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

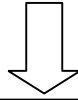


Talk to someone you trust (refer to
your network of safe people) friends,
buddy, peer mediator, teacher
Make a plan together

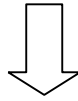


If the problem continues or is urgent –
Talk to someone else:
The Principal, Deputy Principal/Assistant
Principal/Another teacher or staff member

ADULT GRIEVANCE FLOW CHART



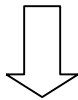
When you are feeling: Unhappy/angry/stressed/anxious



Can you cope with this yourself?



INFORMAL OPTIONS



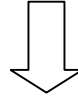
Speak to the person involved (if you can)



Grievance resolved



Grievance not resolved



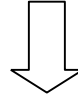
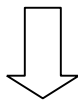
Speak to a trusted colleague or friend



Grievance not resolved



Grievance resolved

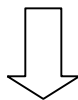


FORMAL OPTIONS

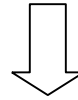


Speak to a Grievance Officer ie Principal/Deputy Principal or Assistant Principal or elected staff member.
Identify a plan of action. Internal (School Counsellor) or External Mediation Services (ACCESS) may be required

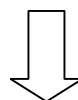
NB If any of these officers are the cause of the grievance, go to next senior person



Grievance resolved



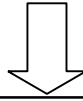
Grievance not resolved



Advise Principal Consultant CEO

PARENT GRIEVANCE FLOW CHART

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



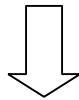
Can you cope with this yourself?



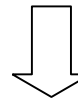
INFORMAL OPTION



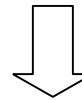
Speak to the person/people involved
(it is advisable to bring grievances to class teachers as
many grievances can be addressed informally)



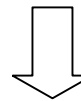
Grievance resolved not
further action required



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 not
further action required



Grievance
not resolved



Advise Principal Consultant (CEO)