

Parent/Caregiver Grievance Policy & Procedure

Parent/Caregiver Grievance Policy

SPW welcomes feedback from all members of its school community. This Parent/Caregiver Grievance Policy and Procedure is designed to assist the school community to understand the correct processes to follow.

Parent/Caregiver Grievance Procedure

SPW is committed to handling complaints/grievances effectively and efficiently. Should such a grievance arise, please follow the steps outlined in the "Grievance Procedure – Parents/Caregivers" flow chart (see next page), for the effective and early resolution of matters of concern or complaint to the parents/caregivers of a St Peter's Woodlands Grammar School student.

Values

SPW is built around the values and traditions of the Anglican Church. The fundamental Christian teaching "love God and love your neighbour" underpins the School's philosophy and programs. We want our students to understand how the values of tolerance, compassion and respect underpin our relationships, which is what we also ask of our parents/caregivers. As a community we believe we are better together.

Therefore St Peter's Woodlands is committed to:

- Actively look for opportunities to support one another as we learn to grow
- Work in an open active partnership with parents/caregivers and the community, with the aim of resolving any concerns
- The equal treatment of all parties to the dispute
- Adhering to the principles of natural justice
- Upholding the rights of both sides to be heard, respected and treated fairly
- Ensuring neither party is victimised or discriminated against as a result of the complaint process

The Scope of Confidentiality and Discretion

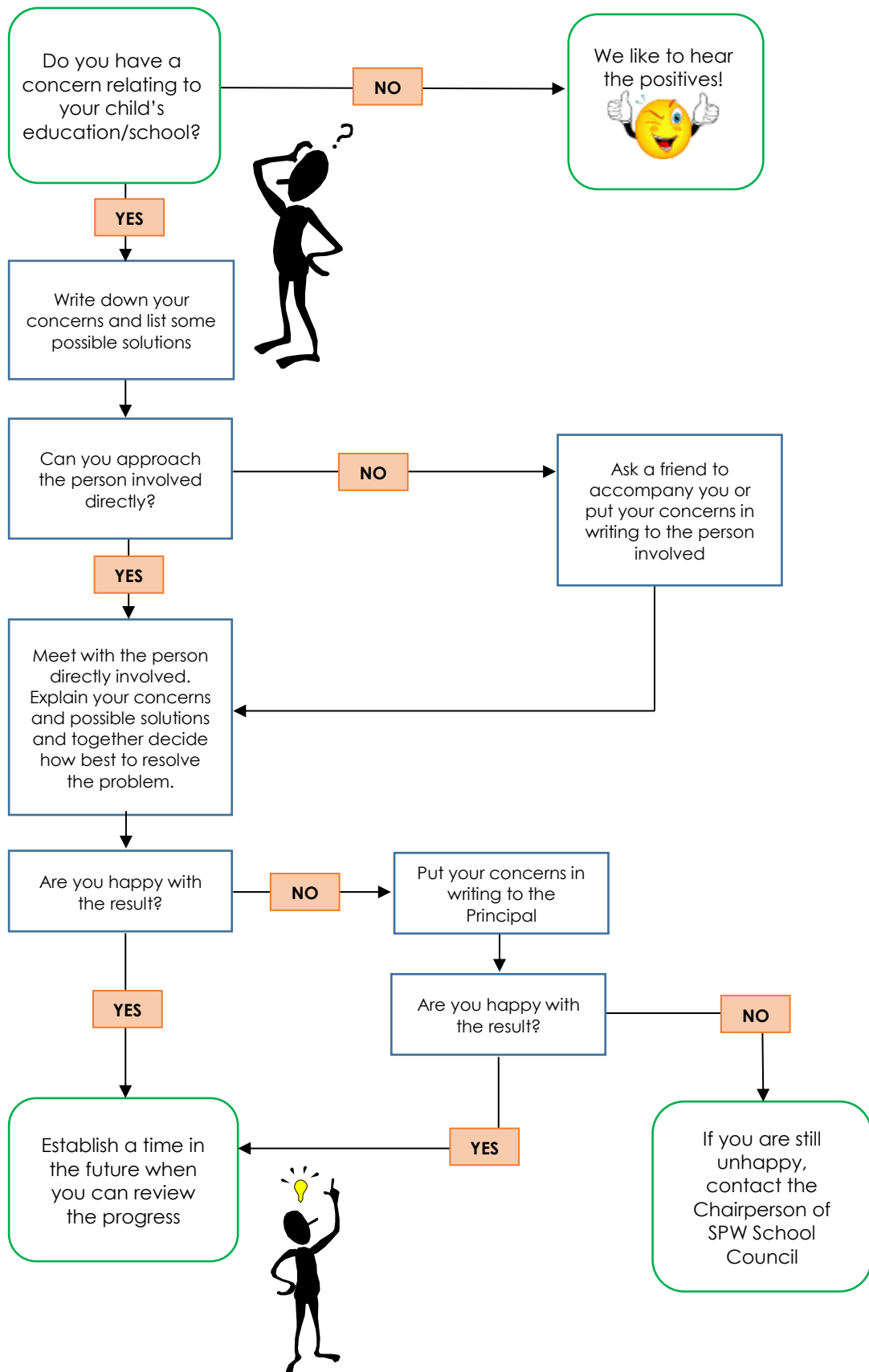
We will treat your complaint with respect, sensitivity and due discretion. However, parents/caregivers should not assume that their communications with SPW, or any documents you may supply to us, will necessarily be kept confidential. Although SPW endeavours to deal with complaints with appropriate discretion, we reserve the right to disclose details of the matter to other persons who in our opinion need to know them, in order to facilitate the resolution of the complaint.

During all processes related to the resolution of matters of concern, objectivity will be maintained by SPW and no judgements will be made whilst the process is underway.

Please Note

- Grievances that occur between one parent/caregiver and another, fall outside our jurisdiction.
- If you, the parent/caregiver, have a grievance with a student, please do not approach the student. Rather, approach your child's teacher.
- Not all grievances are formal and it is at the discretion of the Principal whether the information is passed on.
- Neither the Minister for Education nor the Department for Education has any power to directly intervene in any complaints relating to the operations of St Peter's Woodlands Grammar School.

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TOGETHER WE CAN SOLVE MOST ISSUES