



**St Peter's  
Woodlands**

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# Parent/Caregiver Grievance Policy



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## 1. Introduction

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St Peter's Woodlands 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.

## 2. Values

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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

## 3. The Scope of Confidentiality and Discretion

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SPW will treat parent/caregiver complaints with respect, sensitivity and due discretion. Parents/ caregivers should not assume that their communications with SPW, or any documents they may supply to the School, will necessarily be kept confidential.

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.

- Grievances that occur between one parent/caregiver and another, fall outside the jurisdiction of the School. This should be considered with respect to the Parental Code of Conduct.
- If a parent/caregiver has a grievance with a student, the parent/caregiver is asked to approach the class teacher rather than the students directly.
- Not all grievances are formal and it is at the discretion of the Principal whether the information is passed on.

Please note that neither the Minister for Education, Training and Skills 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.

## 4. Grievance Procedure

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SPW is committed to handling complaints/grievances effectively and efficiently. Should such a grievance arise, parents/caregivers are asked to follow the steps outlined in the "Grievance Procedure – Parents/Caregivers" flow chart (appendix to this Policy), 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.

## 5. Further Information

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Further information regarding this policy is available from any member of the Executive Leadership Team.



### **Relevant Legislation**

Privacy Act 1988

### **Related Policies**

PRIN-28	Privacy
PRIN-54	Parental Code of Conduct
ELC-56	ELC Grievances

### **Related Procedures & Standard Operating Procedures**

PRIN-49-01	Grievance Procedure for Parents/Caregivers (Appendix to this document)
WHS-44-02	Grievance Procedure for Staff
WHS-44-03	Grievance Procedure for Students

### **Related Forms & Checklists**

None

### **Related Safe Work Practices & Guidance Notes**

None

### **Related Other Documentation**

None

### **Other**

None

### **Policy Issue Date**

November 2011



## Appendix: Grievance Procedure Parents/Caregivers (PRIN-47-01)

The Procedure PRIN-47-01 Grievances – Parents/Caregivers is attached to and forms part of this Policy.

