POLICY STATEMENT ON GRIEVANCE PROCEDURES

Sacred Heart Catholic Primary School and Early Learning Centre fosters positive and harmonious relationships. Solutions are sought to all disputes, issues or concerns that affect the operation of the school, in the education of students, in a fair and prompt manner.

IMPLEMENTATION

The following steps must be taken by a parent / carer in resolving any grievances.

Step 1  Parent / Carer to discuss issue with the relevant staff member

Step 2  If the issue is not resolved, then parent / carer to take up the matter with the principal.
As part of this step the principal may facilitate a mediation meeting between the parent / carer and staff member.

Step 3  If the issue is still unresolved, then parent / carer to take up the matter with the director of Catholic Education for the Diocese of Darwin.

The following steps must be taken by a staff member in resolving any grievances.

Step 1  Staff member to discuss issue with the relevant staff member

Step 2  If the issue is not resolved, then staff member to take up the matter with the principal.
As part of this step the staff member may call upon the Union representative to be present.

Step 3  If the issue is still unresolved, then staff member may take up the matter with the director of Catholic Education for the Diocese of Darwin.

The principal or staff members may pursue a grievance matter under the Enterprise Bargaining agreement and award with the Independent Education Union.