

Grievance Procedure

This procedure applies to circumstances such as when:

- You disagree with a result or grade;
- You feel you are not being heard;
- You have an issue of concern relating to your son or daughter; or
- You have an issue of concern relating to an incident or procedure within a specific year level or across the whole campus.

When you have a grievance, the processes outlined below are your best course of action to have it addressed. It incorporates the assistance of Homeform and Classroom teachers, Year and Subject Coordinators, the Wellbeing Officer, Middle and Senior Years Curriculum Coordinators and the Leadership Team.

Notice to Students

If you feel uncomfortable about your dealings with a member of staff, or that you are being asked to do something that you believe is wrong, or are made to feel afraid, you should talk the matter through with one of the following people. Tell the person you choose that the matter is important and urgent. This may be your:

- Family members/parents/guardian;
- Homeform Teacher or Year Coordinator;
- Student Counsellor or College Chaplain;
- Deputy Principals, APRE or Principal; or,
- a member of staff whom you trust.

Expectation of Families

Families are expected to support the philosophy, policies and practices of the College. You fulfil this obligation by assisting your son or daughter to:

- meet his/her own commitments to learning;
- participate in College activities; and,
- follow the College's rules of behaviour.

It is critical to the College's mission that families support their children's teachers.

Relations between staff and families should, at all times, be carried out in a courteous and professional manner. In the event of a disagreement, family members should raise it through the grievance process outlined in this document.

Confidentiality

Personal information given by students or family members is treated as confidential within the College and will not be passed on to any person outside the College without permission. Information given by a parent or student to a member of staff strictly in confidence will not be divulged to any other person without permission, unless a matter of safety is involved, or the law requires otherwise.

Procedure for Addressing a Grievance

1. Raise the concern with the Teacher

The first point of contact relating to a student's wellbeing is the Homeform teacher and for academic work it is the subject teacher.

2. Raise the concern with a Coordinator

Other issues can be discussed with the Year Level Coordinator or Middle Years or Senior Years Academic Studies Coordinators.

3. Raise the concern with a Deputy Principal

Should you not feel completely satisfied with the outcome of the above avenues of addressing your concern, or have an issue which needs to be discussed with a Deputy Principal, please contact the office to make an appointment or email the relevant Deputy Principal outlining your concerns. Please allow time for the collation of any information or details that may need to be researched from teachers or other students depending on the issue. Academic concerns are addressed by the Deputy Principal – Academic Studies, and Pastoral and Wellbeing issues are addressed through the Deputy Principal – Pastoral Care. The relevant Deputy Principal will make contact with you to discuss your concern, or to organise a meeting time.

4. Raise the concern with the Principal

At any time, you are welcome to make contact with the Principal to discuss an issue or to have an incident investigated, however, please be mindful that the Principal will need to make contact with the relevant Deputy Principal to discuss the concern or have the incident/issue investigated. Please contact the Principal's Assistant to schedule an interview time. You may wish to write or email.

5. Raise the concern with Catholic Education Northern Territory (CENT)

There may be times when you wish to raise a matter relating to the College with the relevant person at Catholic Education Northern Territory. Again, please be mindful that they will need to make contact with the College, usually the Principal, to have the facts presented or the matter investigated, so it is always appropriate to make the first contact with the College and then if you need to take the matter further to contact Catholic Education Northern Territory.