GRIEVANCE PROCEDURES FOR FORMAL COMPLAINTS

Our school acknowledges parents may occasionally have cause to make a complaint about an issue in relation to their child’s education. No matter how small an issue all complaints are taken seriously.

The Principal and staff at Our Lady of Lourdes Catholic Primary School are committed to resolving issues raised by parents or guardians in a prompt, positive and open manner. The school provides a grievance procedure for parents and guardians for the early resolution of issues through consultation, co-operation and discussion.

Complaints may be received, either verbally or in writing, by any member of the teaching staff. Our school aims to resolve complaints at the first point of contact with a staff member. If a complaint is not resolved at this point, the matter may be escalated to a higher authority (i.e. from teacher to APA/APRE to Principal) for resolution.

Generally, complaints regarding specific issues in relation to an individual child should be firstly discussed with the classroom teacher. However, matters related to our school more generally, including issues of school policy, should be discussed with the school APA. If this is not resolved the matter should be discussed with the Principal.

Flowchart for School and classroom Queries and Concerns.

Classroom Issues, Concerns and Enquiries.

- Curriculum
- Classroom Routines
- Homework
- Social Issues
- Behaviour Management

Make an appointment with the class teacher

Issue resolved

Issue not resolved – make an appointment with the Assistant Principal - Administration

Issue Resolved

School Issues, Concerns and Enquiries.

- Enrolment
- School Organisation
- Workplace, Health & Safety
- Staffing

Issue not resolved – make an appointment with the Principal

Issue resolved

Issue not resolved

Contact Area Supervisor - Brisbane Catholic Education

Approved by School Board July 2014