
How do I go about lodging a Grievance/ Complaint?

What to do if you have a grievance:

- Try to identify the problem or issue clearly before contacting the MacKillop Catholic College. If there is more than one problem, list them to ensure that the extent of the problem is clear to the College.
- Decide whether the problem is a concern, enquiry or complaint. This will help in finding a solution.
- If appropriate make an appointment to meet with your son's/daughter's Tutor or Year Level Coordinator in the first instance. The best way to do this is to contact the College Office to arrange a mutually convenient time for a telephone call or meeting. Year 7-10 Tutors can be contacted via email ie: gbrown@mackillop.tas.edu.au
- Please endeavor to stay calm when discussing your concern. Even if you do not feel it, being calm will help you get your concerns across more clearly than if you are upset or angry. It may help to take someone with you to advocate on your behalf.
- Please be assured that staff are committed to resolving any issues that parents/guardians might have regarding students and will discuss with you actions that might be taken in regard to your concern.
- If you do not feel after your meeting that the matter has been resolved please make arrangements to meet with the Director of Student Wellbeing (if a pastoral matter) or the Director of Learning & Teaching (if an academic matter).
- If you do not feel after your meeting that the matter has been resolved, please make arrangements to meet with the Deputy Principal.
- If your complaint is about a matter/s within the Sports Program, you should directly contact the Co-ordinator of Sport.
- If you do not feel after your meeting with the Coordinator of Sport, that the matter has been resolved, please make arrangements to meet with the Deputy Principal.
- If after meeting with the Deputy Principal, you still do not feel that the matter has been resolved or if your complaint is about a very serious matter, please refer your complaint to the College Principal.
- The College Principal will meet with you.
- Please be assured that mediation is available at all stages of the MacKillop Catholic College Grievance Process. Mediation can be arranged by contacting the Principal.
- If meeting with the Principal does not resolve the issue or if your complaint is about a particularly serious or sensitive matter, please refer your complaint to the Executive Officer - Directorate and Governing Councils at the Tasmanian Catholic Education Office.

GRIEVANCE PROCEDURES: SUMMARY

A process of mediation is available and can be enacted at any time during the grievance resolution process.

Students	Parents/Guardians	Staff
<p>1. If you feel you can, talk to the person who is upsetting you and tell them to stop.</p> <p>2. If you cannot do this or if the person does not listen, talk to your parent(s)/guardians and/or a teacher you trust and ask them to help you work through the problem.</p> <p>3. If the problem is still not worked out, talk with your Tutor or Year Level Coordinator.</p> <p>4. If the problem is still not worked out, talk to the College Counsellor, or the Director of Student Wellbeing</p> <p>5. If the problem is still not worked out, talk to Deputy Principal or the Principal, telling them everything you have done so far and ask for their help.</p> <p>6. If the problem remains, make an appointment to speak to the Principal about your complaint.</p> <p>7. A process of mediation is available and can be enacted at any time during the grievance resolution process. Remember: Often parents/guardians can help when young people are unsure of what to do. It is a good idea to ask for support and advice when problems arise rather than keep it all to yourself.</p>	<p>1. Arrange a time through the College office to speak to the person concerned. Remember, if the concern is about your son/daughter, the Tutor is the first person you should talk to about the problem.</p> <p>2. If this does not resolve your concern, make an appointment to discuss it with the Director of Wellbeing.</p> <p>3. If still unresolved, make an appointment to discuss your concern with the Deputy Principal.</p> <p>4. If your concern involves a matter within the Sport Program, you should directly contact the Co-ordinator of Sport and if the matter remains unresolved, contact the Deputy Principal.</p> <p>5. If still unresolved, make an appointment to discuss your concern with the Principal, who may ask you to put your complaint in writing.</p> <p>6. Only after you have discussed the issues with the Principal, and the issue remains unresolved should you contact the Executive Officer - Directorate and Governing Councils at the Tasmanian Catholic Education Office to discuss complaints or concerns with them.</p>	<p>1. Speak to the person concerned informally and privately.</p> <p>2. Discuss your concern with either the Staff Liaison Officer and/or the Director of Staff Development.</p> <p>3. If this does not resolve the issue, make an appointment to take your grievance to the Deputy Principal.</p> <p>4. If this does not resolve the issue, make an appointment to take your grievance to the Principal.</p> <p>5. If deemed appropriate, mediation at this stage may be arranged at the mutual agreement of all involved.</p> <p>6. If still unresolved, or if the complaint involves the Principal, notify the Executive Officer - Directorate and Governing Councils Tasmanian Catholic Education Office detailing your grievance and the actions taken so far.</p> <p>7. If the matter has still not been resolved, notify the Director of Catholic Education stating your concerns in writing. If no resolution has been achieved, the Director will arbitrate after thorough examination of the grievance and related issues.</p> <p>8. If matters still remain unresolved you have the right to seek arbitration through the courts, ombudsman,</p>

		legal representation and other government commissions such as Workplace Safety, Anti-Discrimination and Human Rights Commissions. These might entail some financial cost to you.
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Please note that we also encourage Parents/Guardian and Staff members to also make themselves familiar with the Tasmanian Catholic Education Commission official policy document.

<http://catholic.tas.edu.au/key-documents/policies-1/policies>

MAKING A GRIEVANCE NOTIFICATION: GUIDANCE FOR STUDENTS

INFORMATION FOR STUDENTS

At our school, we believe that it is important that everyone feels happy and safe so that the best learning can take place. We believe that everyone, staff and students, need to work closely together to provide the best educational opportunities for you. If you have a problem, a concern or a complaint, we encourage you to speak to someone about it and we have provided some steps that you might work through to help you do this.

What to do if you have a problem:

Try to identify the problem that is upsetting you. If there is more than one problem, list them so that you are clear about what you feel or need.

If you feel you can, talk to the person you are having the problem with and if their behaviour is upsetting you, tell them to stop.

If you do not feel that you could do this or if your talk with the person does not solve your problem, talk to a teacher about your concerns and ask them to help you deal with it. Your teacher will often be able to give you good ideas on how to cope with it and will help you. You should explain:

Who was involved?;

What happened?;

What you did?; and

What you believe was unfair or unjust?

Try to stay calm when discussing your problem or concern. Even if you don't feel it, being calm will help you get your concerns across more clearly than if you are upset or angry. It may help to take someone with you.

Work with the teacher to decide what should be done to help you.

If you still do not feel that the matter has been solved, make an appointment to talk to the person at the school who deals with student problems. The teacher will tell you who this is if you don't already know.

If you still do not feel that the matter has been solved, make a time to talk to the Principal about your concern.

Remember:

Sometimes the person helping you will need to speak to someone else so that the problem can be solved. You need to let that person know that you are comfortable with that.

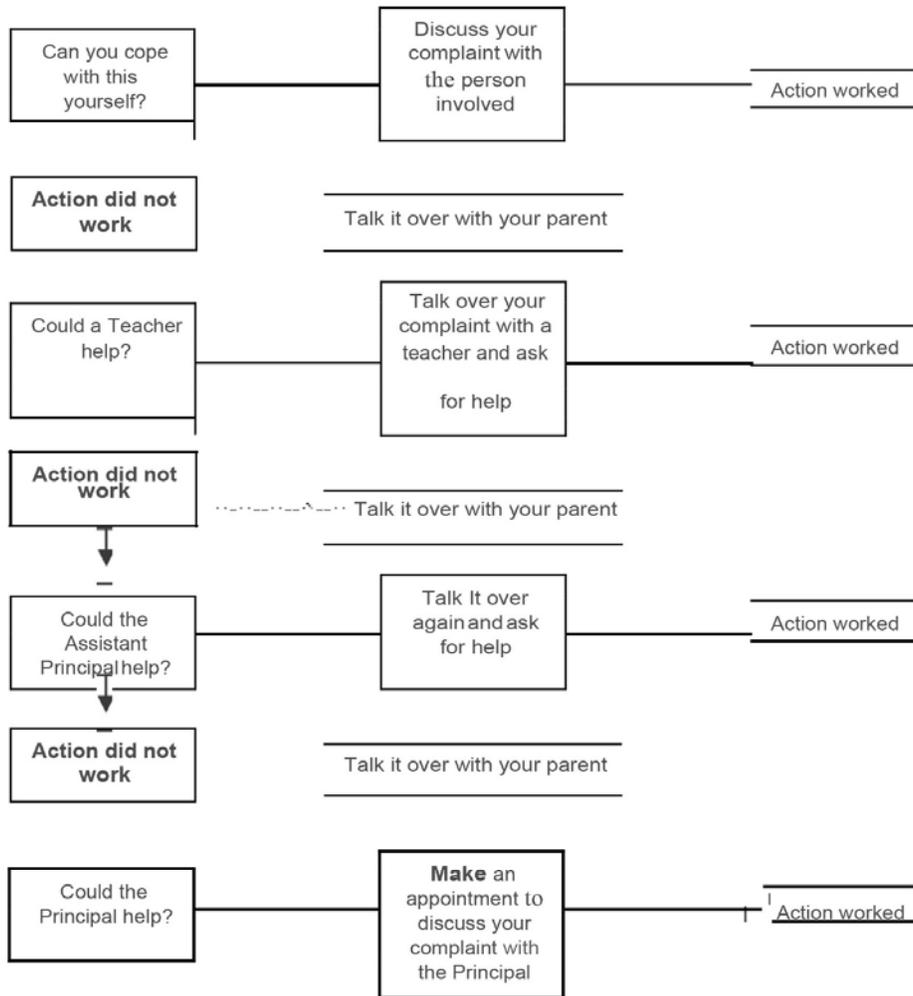
You can bring a friend, parent or a teacher to support you when you need to talk about the problem.

No one will be allowed to pick on you or hurt you because you are making a complaint.

If you want to, you can write out your complaint in a letter instead of talking about it, but the person helping you will need to speak to you later.

A process of mediation is an option at any stage of the process.

A STUDENT'S GUIDE TO MAKING A COMPLAINT



If matters still remain unresolved you have the right to seek arbitration through the courts, ombudsman, legal representation and other government commissions such as the Human Rights Commission etc. These might entail some financial cost to you.

Mediation is an option at any stage if the complainant and the person to whom the complaint is directed so agree.

MAKING A COMPLAINT: INFORMATION FOR STAFF

At MacKillop Catholic College, we believe that the relationship between colleagues is a very important part of ensuring that children are happy, secure and open to learning. We recognise that all staff need to work closely together to provide the best educational opportunities for the students in our care. If you have any concerns or complaints regarding any other member of the school community, we strongly encourage you to work together to resolve these as promptly and effectively as we can.

What to do if you have a problem:

- Try to identify the problem clearly before taking any action. If there is more than one problem, list them to ensure that the extent of the problem is clear to the College.
- Decide whether the problem is a concern, enquiry or complaint. This will help in finding a solution.
- In the interests of resolving matters quickly and effectively, you are encouraged to informally discuss your concern/complaint with the person concerned.
- You may wish to informally discuss your concerns with a senior staff member (eg: Staff Liaison Officer, Director of Staff Development, Deputy Principal) and seek advice and assistance.
- If informal strategies do not resolve the issue, make your complaint formally and in writing to the Principal. Where the Principal advises, mediation can be arranged between the parties concerned on their mutual agreement.
- If you still do not feel that the matter has been resolved, if your complaint is serious or involves the Principal, telephone or send your complaint in writing to the Executive Officer - Directorate and Governing Councils, who will then contact you and make arrangements for you to discuss your grievance.
- If the matter has still not been resolved, notify the Director of Catholic Education stating your concerns in writing. If no resolution has been achieved, the Director will arbitrate after thorough examination of the grievance and related issues.
- If matters still remain unresolved you have the right to seek arbitration through the courts, ombudsman, legal representation and other government commissions such as Workplace Safety, Anti-Discrimination and Human Rights Commissions These might entail some financial cost to you.

Note: The School Registration Board or the Secretary of the Department of Education do not deal with complaints within the Catholic Education system.

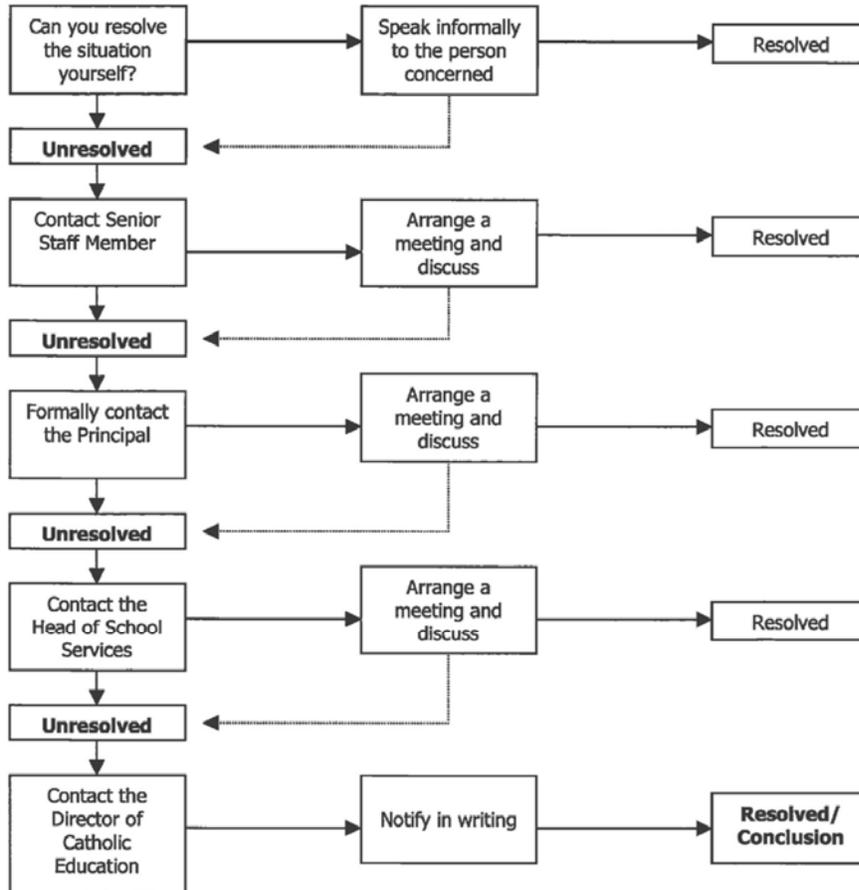
When you decide to make a complaint:

- If a complaint is made against a person, that person will be informed of the nature and content of the complaint and have the right to respond.

- Discussions of complaints are confidential.
- Complaints may be made verbally or in writing.
- All complaints, the actions taken to resolve them and outcomes of those actions will be fully documented.
- A person who has made a complaint may withdraw it at any time. If the complaint is in writing, the withdrawal should also be in writing.
- No one will be victimised as a result of taking out a formal grievance.
- At the formal stage, a person who has made a complaint has the right to be represented and supported by another person eg his/ her union, work colleague, friend or other person of his/her choice as a support person.
- A process of mediation may be available if a complaint is not satisfactorily resolved.

STAFF GUIDE TO MAKING A COMPLAINT

FLOW CHART FOR COMPLAINTS – STAFF IN PARISH SYSTEMIC SCHOOLS



If matters still remain unresolved you have the right to seek arbitration through the courts, ombudsman, legal representation and other government commissions such as the Human Rights Commission etc. These might entail some financial cost to you.

Mediation is an option at any stage if the complainant and the person to whom the complaint is directed so agree. Normally, mediation is facilitated by the Head of School Services.