OSHCGRIEVANCE POLICY
St Joseph’s Kingswood is all about our children. We create and uphold a nurturing environment for our children, families, teachers, volunteers, and the wider parish. We are a Catholic community of educators and learners who strive for excellence in education, and we are innovative and collaborative in our approach. Our life long purpose is to maintain a sense of belonging for all our children encouraging them to reach their full potential.

St. Joseph’s Kingswood recognizes that issues can arise within the OSHC community that may sometimes cause people to feel aggrieved. This policy aims to resolve grievances by consultation, cooperation and discussion. It is desirable for matters to be resolved promptly at a local level.

Philosophy

Parents have the right be heard within a harmonious, warm, caring and positive environment; and to have open communication with staff and the management committee.

POLICY STATEMENT:

The St Joseph’s School OSHC fosters positive relations between all parents and staff. Every parent has the right to a positive and empathetic response to his or her concerns. Solutions are sought to resolve all disputes, issues or concerns that impact or affect the day to day wellbeing of the Service. This will be done in a fair, prompt and positive manner.

1. STAFF OR PARENT/GUARDIAN GRIEVANCE PROCEDURE

The parent should discuss the problem with the relevant staff member concerned.

If the parent feels dissatisfied after discussion with relevant staff member they should take the matter up with the OSHC Director.

If the parent still feels further action is necessary after discussion with the Director, they should take the matter up with the Principal.

OR

In the case of a serious concern the parent can write directly to the Principal in the first instance to explain the problem.

At any meeting between the aggrieved person and the principal or the school board chair both parties are entitled to be accompanied at the meeting by a person of their choice.

A record of the meeting must be made including the following applicable information;

1.3.1. The nature of the grievance and any documentation
1.3.2. The time/date of any incidents resulting in the complaint
1.3.3. The names of any witnesses
1.2.4. Any discussions held and relevant outcomes

Any such record should be signed off as accurate by the people concerned, with copies to the family or employee involved, and kept in the relevant staff or student file.

The Principal will advise the Director of his/her decision and also convey that finding to the parent concerned.

If the parent still feels dissatisfied with the decision, they should write to, or take the matter up in person with the School Board.
The School Board will write directly to the parent concerned to advise of their decision. The OSHC Director will also be advised of the decision.

1.4. Stage 4

If the matter is not resolved to the satisfaction of both parties at the meeting in Stage 3, the Principal Consultant for St. Joseph’s Kingswood (CESA) will be asked to convene a meeting of the Principal Consultant and the people concerned as soon as practicable. The conditions outlined above in Stage 3 will also apply to a Stage 4 meeting.

HOW POLICY WILL BE IMPLEMENTED (Specific Policies & Procedures)

*Every parent is provided with clear written guidelines detailing grievance procedures.

*All confidential conversations/discussions with parents will take place in a quiet area away from children, other parents and staff who are not involved.

*Parent names remain confidential. The option to remain anonymous in relation to the issue will be at the discretion of each parent.

2. STUDENT GRIEVANCE PROCEDURE

Philosophy

Students have the right be heard within a harmonious, warm, caring and positive environment; and to have open communication with staff and peers.

This procedure was developed with reference to:

- Vision Statement – SA Commission for Catholic Schools
- St Joseph’s Policy for the Development of Personal Responsibility R-7
- Friendly Schools and Families Program
- Programme Achieve

The OSHC action plan includes:

- review of policy on a regular basis
- staff professional development
- encouraging and promoting restorative justice
- Bullying and harassment handouts to be displayed.

2.1. Stage 1

Students are encouraged to speak directly to the person involved.

2.2. Stage 2
Issues may be discussed with the OSCH staff/director.

2.3. Stage 3

Issues may be discussed with the Principal or Deputy Principal. A confidential record of the discussion will be kept.

2.4. Stage 4

A parent, guardian or other adult may liaise with the school on the child’s behalf. A confidential record of the discussion will be kept.