



## RESOLVING COMMUNITY GRIEVANCE POLICY



### **Rationale**

A positive, clear and effective process for resolving grievances between the school and community members assists in the building of strong relationships, dispels anxiety, and ultimately provides students with an enhanced learning environment at Templestowe Valley Primary School.

### **Aim:**

To provide clear, positive and fair processes that allow grievances to be aired and resolved in a timely, professional and effective manner.

### **Responsibilities:**

- The school accepts its responsibility to consult and communicate clearly and effectively with the community.
- Community members also have an obligation to read notices, emails, newsletters, App notifications, to attend briefings and to seek clarification when/if required.
- School Council is responsible for overseeing the formulation of school policies and school finances.
- The Principal is responsible for all operational processes and procedures at TVPS.

### **Implementation:**

- TVPS prides itself on clear, consultative and open communication.
- The Principal and School Council President will not act upon anonymous complaints.
- It is essential that this process be followed to resolve grievances:
  - Establish the facts as clearly possible
  - Be wary of third hand information, social media comment or hearsay
  - Parents with issues related to their child should in the first instance make an appointment to see the classroom teacher/specialist, detailing the reasons for the meeting
  - If needed, issues can be referred to the Level Co-ordinator, the Assistant Principal or the Principal.
  - If necessary, the Principal / Assistant Principal will provide a community member with a copy of this '*Resolving Community Grievance Policy*' if the process is not being followed or understood
  - All grievances are to be kept confidential.
  - Community members may be accompanied by another person, in a support role, at an appointment to resolve a grievance
  - A staff member may be accompanied by a colleague or Principal class member at a meeting to resolve a grievance
  - All formal discussions and meetings involving a grievance will be documented
  - If appropriate, a 'check-in' time will be identified to monitor the progress of an agreed outcome.
  - The Principal may provide community members with appropriate Department of Education and Training [DET] contact names if grievances are not resolved.

**Evaluation:** This policy will be reviewed by School Council as part of the school's three year review cycle.