



St Mary's Yoogali
Excellence in Catholic Education

COMPLAINTS & GRIEVANCES PROCEDURES

“Our work in Catholic education is to create the conditions for students to become fully alive – inspired with a love of learning and a heart of hope. So that our students reach the fullness of their humanity, we are called to nurture: high quality relationships; the development of critical thinking capabilities, human values and a moral and ethical worldview; a relationship with Jesus through experiencing, teaching and practicing the Catholic faith.”

CEDWW/MISSION

PARENTS & STUDENTS

Parents/students with a complaint are encouraged in the first instance to contact their class teacher or supervising teacher to discuss matters in a fair, supportive and restorative manner.

If the need then arises, contact with the Principal and Catholic Education Wagga Wagga may be appropriate.

St Mary's Primary School follows the **Complaints & Suggestions Policy** and The **Complaint Handling Procedures** of Catholic Education Wagga Wagga.

STAFF

The relationships between colleagues is an important part of ensuring that students and the school community are happy, secure and open to learning. The way we interact with each other and share a common purpose to educate and form students as followers, or missionary disciples, of Jesus.

Staff with a complaint are encouraged to;

- try to identify the problem clearly before taking any action. Decide whether the problem is a concern, inquiry or complaint.
- seek to informally, calmly and restoratively to resolve the problem with the person concerned.
- If the informal strategies do not resolve the problem, discuss and/or lodge your complaint formally and in writing to the Principal.
- Support material include; Code of Professional Standards and the Employment Assistance Program (EAP).

If the need then arises, contact with the Catholic Education Wagga Wagga may be appropriate.

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