St. John’s College, Nambour - Parent Grievance Process

**Parent Grievance**
- Any grievance or complaint should be communicated by the parent/carer to the College as soon as practicable.
- Contact should be made with the staff member concerned or their respective Academic or Pastoral Coordinator or APRE, APA, Deputy or Principal via a letter, phone call or email.

**Reference to Staff**
- If the grievance has been communicated to Coordinators or members of the College Leadership team, they will refer this to the relevant staff member/s as soon as possible.

**Staff Response**
- It is recommended that staff members and parents/carers seek advice from Year Level or Academic coordinators, APRE, APA or DP or Principal prior to proceeding with a response to the grievance or a resolution meeting.

**Communication**
- Email or phone contact by the staff member with the parent/carer, should be made as soon as possible in an effort to resolve the issue in the shortest timeframe.
- All matters connected with the grievance must be documented.

**Meetings**
- Any continuing or unresolved issues will need to be brought to a meeting. Support people may be present for both parties if required.
- All meetings, conversations and email contact should be conducted calmly and respectfully, maintaining the dignity of all parties.

**Resolution**
- Resolutions are to be documented with respective Coordinators, APRE, APA and Deputy Principal and forwarded to the Principal.
- Where there is no resolution, the matter will require escalation to Leadership Team and/or Principal for intervention.

**Resolution**
- All matters for discussion are to be communicated to the staff member and parent/carer.
- Resolutions such as class changes must be done after discussions with staff member and relevant Coordinator, APRE, APA, Deputy & Principal and, only after other alternatives have been explored.

**Review**
- A review of any agreed resolution may need to be undertaken after an agreed period of time.

**Referral**
- Where no resolution can be reached at school level, the matter will be referred to the Area Supervisor for intervention.