

Sacred Heart Catholic School

Ulverstone



GRIEVANCE POLICY

MAKING A COMPLAINT: 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, needs 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:

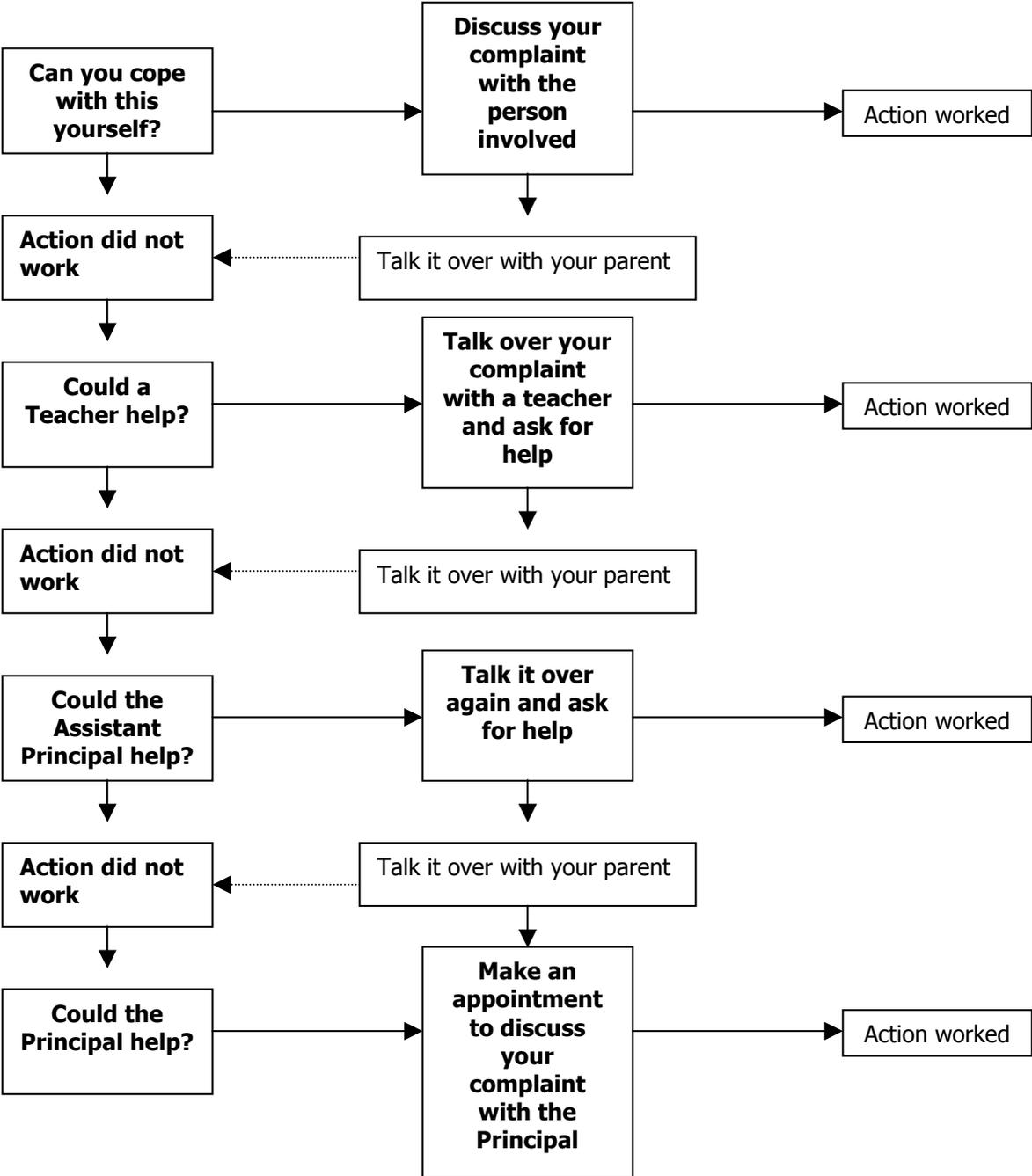
- Try to identify the problem that is upsetting you. If there is more than one problem, list them so that you are clear about what you feel or need.
- If you feel you can, talk to the person you are having the problem with and if their behaviour is upsetting you, tell them to stop.
- Often parents can help when young people are unsure of what to do. Your class teacher or even an adult you trust can be of help. It is a good idea to ask for support and advice when problems arise rather than keep it all to yourself.
- If you do not feel that you could do this or if your talk with the person does not solve your problem, talk to someone you trust eg parent, teacher, coach, etc about your concerns and ask them to help you deal with it. These people 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
 - 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 whom 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.
- It is important for you to try and work through minor problems yourself with guidance from adults. Asking adults to solve all your problems doesn't help you develop skills to deal with problems that may arise later in your school or adult life.

A STUDENT'S GUIDE TO MAKING A COMPLAINT



If matters still remain unresolved it is suggested that parents follow the grievance procedure as outlined for parents.

Approved by: Sacred Heart Catholic School Board

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