



Star of the Sea School

Grievance Policy

Open Hearts Open Minds



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SCHOOL VISION STATEMENT

Our school is built on the core values of respect, inclusivity, compassion, collaboration and honesty. We support our families as the first and foremost educators of their child's faith development. Our vision paves the way for educating students for the 21st century but also draws from our history and tradition.

We guide our learners to be self-managed, innovative and critical thinkers who have a strong sense of who they are and their relationship in their world. As a learning community, value the skills necessary to build meaningful relationships and for learners to be connected to each opportunity to develop their own personal growth. We encourage our learners to question, explore and discover so they actively contribute to a more compassionate society.

PURPOSE

At Star of the Sea School, we believe safety, a basic human right, is a pre-requisite for our school to be able to carry out our mission to educate.

Children have the right to be emotionally and physically safe at all times. The protection and safety of children is fundamentally the responsibility of both the school and families, and we endeavour to work together to ensure this occurs. We base our policy on the Gospel values of freedom and justice for all and an underlying belief in their dignity and uniqueness.

Catholic schools operate in a wider community context where legal requirements exist and where they have an obligation to students. This policy sets out the stance of the Star of the Sea School community in responding to grievances to ensure the physical and social/emotional wellbeing of all.

SCOPE OF POLICY

The safety and wellbeing of the child must be the paramount consideration in every situation:

- ◆ The dignity of the human person is fundamental to Catholic teaching.
- ◆ Children's development is dependent on the quality of care provided by the significant adults in their lives.
- ◆ School must be a place where children feel safe.
- ◆ Every student has a right to request a meeting with the principal.
- ◆ Respecting individual dignity through authentic pastoral care.
- ◆ Recognising the rights of its students, staff, parent/caregivers or volunteers to register a complaint or grievance about any decision, behaviour, act or omission that they feel is unfair, discriminatory or unjustified.

- ◆ Ensuring high standards of conduct are maintained by students, staff, parents/caregivers and volunteers at all times.
- ◆ Ensuring that grievances are managed and resolved fairly, efficiently and in a timely manner
- ◆ Working collaboratively to provide a consistent and just approach to managing grievances.
- ◆ Maintaining confidentiality at all times.
- ◆ Working within a relational and restorative framework.
- ◆ Implementing an appropriate curriculum aimed at developing self-confidence, personal responsibility and problem-solving skills, that focuses on the needs of the individual students and the community.
- ◆ Providing staff with appropriate training so that contemporary and relevant approaches are applied.

DEFINITIONS

<i>Grievance</i>	Grievance refers to a formal complaint made on the basis of something that somebody feels is unfair or unjust.
<i>Pastoral care</i>	Pastoral care of children, young people, families, volunteers and staff in school communities refers to all actions taken by school leaders and community members in all areas of school life to promote and enhance personal, social, physical, mental, or spiritual wellbeing of all in their care.
<i>Discriminatory</i>	Making or showing an unfair or prejudicial distinction between different categories of people or things, especially on the grounds of race, age, or sex.
<i>Confidentiality</i>	The state of keeping or being kept private.
<i>Relational</i>	Concerning the way in which two or more people are connected.
<i>Restorative</i>	Repairing relationships.
<i>Students</i>	Children that attend Star of the Sea School.
<i>Staff</i>	Employees of Star of the Sea School.
<i>Parent/Caregiver</i>	The parent, guardian or caregiver of a student.
<i>Volunteer</i>	A person who provides their services to the school free of charge, has completed Working with Children Checks and the school's volunteer induction requirements.

IMPLEMENTATION

As part of our school programme, we provide opportunities for children to develop and appreciate their uniqueness.

CURRICULUM

The spiritual focus of our school is brought to the fore in Religious Education lessons. Children are encouraged to share their thoughts, feelings, and search for the truth.

At Star of the Sea School children are explicitly taught -

- ◆ How to solve problems.
- ◆ How to get help if needed to resolve problems.
- ◆ How to differentiate between those problems that need help from an adult and those that can be resolved without adult intervention.

WHO TO DIRECT GRIEVANCES TO

All general enquiries and referrals can be addressed through the Front Office. Below is a list of people associated with particular areas:

<i>Role</i>	<i>Person</i>	<i>Contact Information</i>
<i>Principal</i>	Annette Diassinias	E: adiassinias@star.catholic.edu.au P: (08) 8115 7400
<i>Principal</i>	Kelly Manera	E: kmanera@star.catholic.edu.au P: (08) 8115 7400
<i>Assistant Principal Religious Identity & Mission (APRIM)</i>	Domenique Laurendi	E: dlaurendi@star.catholic.edu.au P: (08) 8115 7400
<i>Assistant Principal Learning & Wellbeing</i>	Nick Ryan	E: nryan@star.catholic.edu.au P: (08) 8115 7400
<i>Inclusive Education</i>	Annette Diassinias	E: adiassinias@star.catholic.edu.au P: (08) 8115 7400
	Kelly Manera	E: kmanera@star.catholic.edu.au P: (08) 8115 7400
	Nick Ryan	E: nryan@star.catholic.edu.au P: (08) 8115 7400
<i>Enrolments</i>	Vivian Andrews	E: vandrews@star.catholic.edu.au P: (08) 8115 7400
<i>School Fees</i>	Karyn Burlow	E: kburlow@star.catholic.edu.au

		P: (08) 8115 7400
<i>Administration & Student Medication</i>	Lisa Sghirripa	E: lsghirripa@star.catholic.edu.au P: (08) 8115 7400
<i>Out of School Hours Care (OSHC)</i>	Miffy Young Elly Tsinivits	E: oshc@star.catholic.edu.au P: (08) 8115 7403 M: 0404 174 076
<i>Physical Education / Sport Programs</i>	Kristen Victory	E: kvictory@star.catholic.edu.au P: (08) 8115 7400
<i>Music Programs</i>	Kaya Nicholls	E: knicholls@star.catholic.edu.au P: (08) 8115 7400
<i>School Counsellor</i>	Liz Lodge	E: llodge@star.catholic.edu.au
<i>Curriculum</i>	Domenique Laurendi	E: dlaurendi@star.catholic.edu.au
<i>Resource Centre / Library</i>	Nick Ryan	E: nryan@star.catholic.edu.au
<i>Literacy Intervention</i>	Linda Clune Allison Sammut	E: lclune@star.catholic.edu.au E: asammut@star.catholic.edu.au
<i>School Board</i>	TBC	E: info@star.catholic.edu.au
<i>Parents & Friends (P&F)</i>	Vivian Andrews	E: vandrews@star.catholic.edu.au P: (08) 8115 7400
<i>School Uniforms</i>	Devon Clothing	E: sales@devonclothing.com.au P: (08) 8350 7940 W: www.devonclothing.com.au
<i>Newsletter</i>	Vivian Andrews	E: vandrews@star.catholic.edu.au P: (08) 8115 7400

Mandated Notification

As staff with children, we realise our responsibilities as Mandated Notifiers.

AGENCIES

The following organisations may be of assistance to children/families experiencing difficulties:

- ◆ Child & Adolescent Mental Health Services (CAHMS)
- ◆ CentaCare
- ◆ Women's & Children's Hospital
- ◆ Department of Child Protection

IF YOU HAVE A CONCERN ...

Some helpful hints from Barry Dwyer, author of "Parents Teachers Partners".

There are times when things can go wrong in any school. Teachers are human beings and suffer the same frustrations, and difficulties as other members of our species. A parent may be aware of what seems to be an act of significant insensitivity or even injustice, an inappropriate punishment or inadequate learning opportunities—and feel that he or she must do something about it. Here are some ideas that may be worth considering when about to approach the school or a teacher with a problem of some kind.

1. Keep an open mind. You may not have all the facts. The first task is to seek clarification.
2. Don't begin your search for a solution by sending an angry letter to the teacher or principals. The normal human response is to be defensive.
3. Make an appointment, or at least think carefully about the best time to make contact. For example, it would be most inappropriate to interrupt a class or to catch the teacher while he or she is busy teaching or organising learning tasks in the morning.
4. Approach the teacher or principals in a friendly manner. Adopt the attitude that there is a misunderstanding we need to clear up or a problem we need to solve together.
5. Begin by expressing an overall appreciation of the work being done, or at least, an understanding of the difficulties.
6. Remember the challenge is for two people, with shared hopes for this particular student, to solve a problem in a way which benefits everyone.
7. Try to avoid "going over people's head" with a complaint. Once you have done this it is very hard to re-establish a trusting relationship.
8. If, after a little time, it appears everything has been sorted out, you might write a note of appreciation to the teacher or principal and offer continuing support. This strengthens the partnership between home and school.

POLICY REVIEW

This policy will be reviewed annually to ensure it remains effective and relevant to the needs of our school community.

REVISION RECORD

Implemented	24 th February 2025
Ratified by School Board	17 th February 2025
Last Reviewed	17 th February 2025
Next Review	31 st January 2026

RESOURCES AND RELATED POLICIES

This Policy is to be read in conjunction with, and is additional to, any relevant South Australian Commission for Catholic Schools (SACCS), school or CEO policy, procedure or support document. All Staff are required to comply with the provisions of any such documents, including the following:

- ◆ CESA Building Respectful Relationships – Behaviour Education and Student Behaviour Support Policy and Procedure)
- ◆ Catholic Education SA Duty of Care Policy and Procedures
- ◆ Protective Practices for Staff and their Interactions with Students and Young People
- ◆ CESA Code of Conduct
- ◆ Policy for the Care, Wellbeing and Protection of Children and Young People
- ◆ SACCS 2011