From time to time you may wish to discuss an issue of concern relating to your child or to an incident or procedure within the school. We urge you to take appropriate action by following this procedure rather than discussing with outsiders or allowing the concern to impact on our relationship with you.

**Purpose:**
- To provide a process for the effective management and resolution of concerns, disagreements or complaints, that may arise between members of Our Lady of the Way School
- To facilitate a school climate where all stakeholders feel they can voice concerns and those concerns will be heard and dealt with fairly using a transparent and consistent process

**Key Principles:**
- Grievances shall be received in an open and positive manner: parents, staff and children can expect their concerns to be acknowledged and taken seriously
- Grievances are usually best resolved in an informal manner with active and timely discussion between all parties in a spirit of goodwill and with a positive intention to resolve the conflict to a point of mutual satisfaction
- The aggrieved party shall be kept informed about the progress of the process
- Parties to the grievance and those involved in the resolution process are expected to respect the confidentiality of the process

**Action prior to lodging a formal grievance**
1. The aggrieved party is encouraged to voice their concern appropriately and quickly so a timely resolution can be achieved
2. Where appropriate, the aggrieved party should seek to resolve a difficulty themselves, by contacting the appropriate staff member and attempting to negotiate a mutually agreeable outcome
3. If the aggrieved party is not satisfied with the outcome of informal and direct attempts to resolve the issue, or they feel that the issue cannot be resolved without assistance, they should proceed to the formal grievance procedure

**Lodging a Formal Grievance**
A formal grievance should be lodged if a party has an honest belief that they or their children, have been adversely affected by a decision or action and attempts to resolve the issue informally have been unsuccessful.

For classroom issues, contact the class teacher and if you are not completely satisfied contact a member of the administration team.
For school issues, contact a member of the administration team.
Step 1
- Phone to make an appointment with class teacher or member of the Administration team
- Write to the class teacher or member of the Administration Team stating: The nature of the concern, the grounds for belief of unfair or unreasonable treatment and what would solve the grievance from the aggrieved parties point of view

Step 2
- Contact will be made within 48 hours of receipt of the grievance by the class teacher or a member of the Administration Team

Step 3
- Further steps will be taken to enable resolution to be reached. Appropriate action will be promptly initiated possibly including, but not limited to: making enquiries, informing other parties or persons that a grievance has been lodged, referring the grievance to the appropriate person, conducting an investigation, reviewing the action or decision central to the grievance

Step 4
- Any investigation will be thorough and fair and all parties will have the opportunity to be heard.
- The content of the grievance is to be kept confidential by all parties involved in the grievance or the resolution process. Any person with direct or indirect knowledge of the grievance may not discuss the matter with any other persons without formal permission

Step 5
- The aggrieved party will be contacted to inform them of the action taken