



Good Counsel Parish Schools Board

POLICY GUIDELINE/PROCEDURE COVER SHEET

FOR

Catholic Education Services - GRIEVANCE (Maintaining Right Relations)

Good Counsel Parish Schools Board (incorporating Good Counsel Primary, Good Counsel College and St. Rita's Primary School)	
Policy Domain: Managing Relationships	Adopted: 14 October 2014 To be reviewed: 12 months
STATEMENT In keeping with their Mission Statements, our Schools work to provide an opportunity for those who work in our schools and those who receive services from our schools to raise complaints or grievances.	
CONTEXT Catholic Education Services (CES), Diocese of Cairns is committed to developing an educational and organisational culture based on mutual trust and respect. We are committed to providing a safe and supportive work and learning environment for all employees and students. We acknowledge that employees, students and parents may sometimes have a complaint about a decision, behaviour, act or omission that they feel is unacceptable. Whilst most issues can be resolved through direct discussion between the parties concerned, there may be instances in which this is not possible. The companion guidelines/procedures for this policy provide guidance on a process for resolution.	

RATIONALE

The intent of the policy is to ensure that all parties to a grievance dispute have timely access to a fair, impartial and respectful process that is consistent with the values of Catholic education.

SCRIPTURE REFERENCE

Matthew 5:9 "*Happy the peacemakers, they shall be called sons and daughters of God.*"

RELATED DOCUMENTS

- (Grievance – Maintaining Right Relations) – Catholic Education Services Cairns.
- Student Protection Manual.
- Refer to Primary and Secondary School Procedures and CES Website.
- All other related documents as outlined by Catholic Education Services Cairns.