



# Student Grievance Policy

*“Catholic schools educate young people in all dimensions of life by developing the whole person”.*

## DEFINITION

Grievance refers to a formal complaint made on the basis of something that somebody feels is unfair or unjust.

## RATIONALE

At Holy Family 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. Although the protection and safety of children is fundamentally the responsibility of families, we endeavour to support this premise.

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.

## PRINCIPLES

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.

## 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 Holy Family 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.
- The importance of reporting something that is serious, that may cause harm or is illegal.

### Health Programme

In our Health program, we cover Made in the Image of God (MITIOG) and may include other programs such as Feeling Safe. These programs endeavour to educate the whole child, providing them with information and strategies to support their own welfare.

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### **Child Protection Curriculum**

The Keeping Safe: Child Protection Curriculum teaches children and young people ways to keep themselves safe. The curriculum is based on two main themes: we all have the right to be safe and ways we can help ourselves to be safe by talking to people we trust.

### **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
- CentaCare
- Women's & Children's Hospital
- Department of Child Protection

### **CONCLUSION**

At all times we promote models of behaviour based on respect and consideration of the child and in congruence with our Behaviour Education and Personal Responsibility policy.

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