



Our Lady of Hope School

Greenwith

POLICY DOCUMENT

<h2>GRIEVANCE POLICY FOR STUDENTS</h2>
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1. RATIONALE

At Our Lady of Hope (OLOH) School we believe that personal safety is a basic human right and a foundational pre-requisite to enable us to live out our Vision and Mission as a Catholic School.

Children have the right to be emotionally and physically safe at all times. The protection and safety of children is fundamentally the responsibility of families. We recognise that families place a great deal of trust in the School and therefore we have a pastoral and moral obligation to ensure that the wellbeing of all children is of the highest priority.

We base our policy on the Gospel values of freedom and justice for all and an underlying belief in the dignity and uniqueness of each person.

Catholic schools operate in a wider community context where legal requirements exist and where they have an obligation to students.

2. PRINCIPLES

The safety and well being 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.

3. POLICY GUIDELINES

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

Student Voice, the Social Justice Group and the associated class meetings, enable children to have a voice in our school. Student Voice and the Social Justice Group meet to discuss issues that evolve through class meetings. As representative groups, they look beyond themselves and our school and support children in need, through fund-raising and awareness raising events.

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.

Complimentary programs include:

- Made in the Image of God
- SA Child Protection Curriculum
- Social skills programs

These programs endeavour to educate the whole child, thus giving them information and strategies to support their own welfare.

As people involved with children, we realise our responsibilities as Mandated Reporters. At Our Lady of Hope 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.
- The difference between dobbing and reporting something that is serious, that may cause harm or that is illegal.

4. THE GRIEVANCE PROCESS

1. Conflict occurs between two parties
2. Children to attempt to solve it themselves by telling the other person to stop, by ignoring it or walking away
3. If the issue will not go away and the child is still worried about it, they should talk to someone they can trust (e.g. a friend, parent, teacher or someone in their network)
4. If the problem cannot be solved or if it is a complex problem, then they need to speak to their teacher, the Principal, Deputy Principal or Assistant Principal RE.
5. Action plans will be developed and may include a meeting with the student/parent/teacher/leadership team member or outside agency. All parties will abide by the negotiated action plan
6. There will be one of two outcomes – firstly the issue will be resolved and reconciliation achieved OR no resolution/reconciliation is achieved or non compliance of recommendations may result in further discussion and or possible implementation of other options.

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

- Families SA ph 82079000
- ACCESS/OCAR
- Child Protection Services
- Catholic Church
- St David's Parish Priest 82644694
- Women's and Children's Hospital
- CAMHS

RESOURCES: National Safe School Framework, Religious Education Program, Program Achieve, OLOH Behaviour Management Policy, OLOH Child Protection Policy, SACCS Child Protection Policy

ATTACHMENTS

Appendix 1 Student Grievance Flowchart



(Chair)

21 NOV 16

(Date)



(Principal)

21 Nov 2016

(Date)

OLOH SCHOOL STUDENT GRIEVANCE FLOWCHART

