

*“We are a Catholic community of welcome,
connecting faith, family & education.”*



PARENT/CAREGIVER GRIEVANCE POLICY

1. CONTEXT

Nazareth is a Catholic community of welcome connecting faith, family and education. As such, the Nazareth Leadership team believes that while issues, concerns and/or grievances may arise they must be resolved in a timely manner, with procedures that are clearly communicated to the entire community. It is important that a time of reflection takes place and that grievances remain confidential. It is also important that respectful relationships are preserved between staff members, students, parents, children and their families.

2. DEFINITION

For the purpose of this policy, the term 'grievance' is defined as a supposed or actual circumstance regarded as a reasonable cause for complaint.

3. POLICY

All members of the Nazareth community will be treated with respect. The aim of the Parent/Caregiver Grievance Policy is to enable potential conflicts/grievances to be resolved, allowing minimal disruption to the students'/children's learning and ensuring Nazareth protocols are maintained.

Nazareth is committed to:

- providing clear Grievance Procedure guidelines for parents/caregivers
- establishing a protocol for the harmonious resolution of conflicts/grievances between parties to enable students/children to focus on their learning
- a restorative justice framework and approach.

4. PROCEDURE

[Nazareth Parent Grievance Procedure R-6](#)
[Nazareth Parent Grievance Procedure 7-12](#)

5. RELATED AND SUPPORTING PROCEDURES AND DOCUMENTS:

[Nazareth ECC Parent Handbook](#)
[Nazareth R-12 Parent Handbook](#)
[Catholic Education South Australia Code of Conduct](#)

6. RESPONSIBILITY FOR IMPLEMENTATION, MONITORING AND CONTINUAL IMPROVEMENT

Responsibility for implementation, monitoring and review of the policy is vested at the level appropriate to the following roles:

- Principal
- R-12 Deputy Principal

- Heads of Campus and Campus Leadership Team Members
- House Leaders and Year Level Coordinators
- Class and Mentor Group Teachers

7. REVISION RECORD

The following roles provide a point of contact for the policy and are responsible for its ongoing review:

Policy Leader	Principal
Approval Authority	Nazareth Leadership Team
Review Date	July 2024
Previous Revision Dates	August 2021

