



STUDENT GRIEVANCE | POSITIVE RESOLUTION POLICY

Vision

St Martin's Catholic Primary School is a school community that recognises the uniqueness of every person, nurturing faith and wellbeing, and pursuing excellence in education.

Rationale

St Martin's Catholic Parish School has a responsibility for the wellbeing and learning of each student. Feeling safe is a basic human right and a foundational pre-requisite to enable us to live out our Vision to educate young people to take their place in the Church and society.

St Martin's Catholic Primary School is committed to supporting students in a community that strives for equity and justice, respect and dignity. Students have the right to be emotionally and physically safe at all times. Although the protection and safety of students is fundamentally the responsibility of families, we endeavour to support this premise while the students are in our care.

St Martin's is a Be You school and as such follows the Be You vision in which our learning community is positive, inclusive and resilient – where every child, young person, staff member and family can achieve their best mental health. Therefore, the following principles apply:

1. The best interests of children are paramount
2. Respectful relationships are foundational
3. Diversity is respected and valued
4. Parents and caregivers are recognised as the most important people in children's lives
5. Parents and teachers support children best by working together
6. Students need to be active participants
7. Schools, health and community agencies work together with families.

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

Principles

The safety and well being of the child must be the paramount consideration in every situation. Underpinning the Grievance Policy is a commitment on the part of the school community to the following key principles, that:

- all members of the school community will be informed of the Grievance Policy and its procedures
- students' development is dependent on the quality of care provided by the significant adults in their lives
- the school is committed to assisting students develop their personal responsibility
- the focus for resolution of a grievance will be upon an issue, not an individual
- all individuals will be ensured fairness and impartiality
- all individuals will have a right to present their case fully and openly, and without fear of retribution
- all individuals will have a right to confidentiality
- grievance issues will be dealt with one at a time and in a fair, prompt and positive manner using Restorative Practices to build, restore and maintain relationships

Implementation

As part of our school program, we provide opportunities for students to develop and appreciate their uniqueness, develop a sense of personal responsibility and resilience, and solve their problems.

The Spiritual focus of our school is brought to the fore in Religious Education lessons. Students are encouraged to share their thoughts, feelings and search for the truth.

Complimentary programs that provide students with skills, strategies and information to support their own welfare by building their social and emotional competence include but are not limited by:

- Made in the Image of God (M.I.T.I.O.G.)

- Keeping Safe / Child Protection Curriculum
- Smiling Mind
- Harmony Day
- 'What's the Buzz' Program
- Be a Buddy Week
- Social skills
- Drug Education

Student Voice enables students to have a voice in our school. Student Voice Class Representatives meet to discuss issues that evolve through class meetings. Through Student Voice, students are empowered to make decisions or seek appropriate processes to resolve issues that arise.

At St Martin's Catholic Primary School, students are explicitly taught:

- How to solve problems.
- How to get help if needed to resolve problems.
- About making appropriate choices and taking responsibility for these choices.
- 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 (e.g. witnessing bullying behaviour), may cause harm or is illegal.
- Trust Network

As people involved with students, we realise our responsibilities as Mandated Reporters.

The Grievance Process

Issues

1. Conflict occurs between two parties – this could be student to student or student to adult.
2. Solve it yourself by telling the other person to stop, by ignoring it or walking away.
3. If the issue will not go away or you are still worried about it, talk to someone you can trust (e.g. a friend, parent, teacher or someone in your trust network).
4. An adult may need to facilitate a Restorative Conversation between you and the person you have a grievance with.
5. If the problem cannot be solved, or if it is a complex problem, then you need to speak to the Principal, Deputy Principal, APRIM, School Counsellor, Wellbeing Coordinator or Pastoral Care Worker. A student may be accompanied by a support person of their choice. A written record of this conversation will be taken
6. If needed, a meeting with all people concerned (including the student's parents) may be held and will result in a negotiated action plan. All parties will abide by the plan.
7. If non resolution / reconciliation is achieved, further meetings may be held. These may involve outside agencies.

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

- ACCESS- 1300 667 700
- Child Protection Services – 8161 7346
- Centacare – 8210 8200
- Women's and Children's Hospital – 8161 7000
- CAMHS – 8161 7198
- CARL– Child Abuse Report Line – 13 1478
- Kids Helpline – 1800 551 800
- Be You – www.beyou.edu.au

Resources

- National Safe School Framework
- Crossways
- MITIOG
- Smiling Minds
- 'Be You website
- 'What's the Buzz' Program

- Student Wellbeing Hub
- St Martin's Personal Responsibility Policy
- St Martin's Child Protection Policy
- St Martin's Anti Bullying & Harassment Policy

Appendices

- Appendix A | Student Positive Resolution Chart
- Appendix B | Pictorial Grievance Process
- Appendix C | Restorative Conversation

Implemented: 2006
Ratified by School Board: 2006
Reviewed: 2022
Next review: 2025



STUDENT GRIEVANCE | POSITIVE RESOLUTION CHART

CONFLICT BETWEEN TWO PARTIES



Solve it yourself: <ul style="list-style-type: none"> ▪ Tell the person to stop ▪ Ignore it ▪ Walk away 	⇒ ISSUE RESOLVED
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ISSUE NOT RESOLVED

Talk about it to: <ul style="list-style-type: none"> ▪ friend ▪ parent ▪ teacher ▪ someone in your trust network 	⇒ ISSUE RESOLVED
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ISSUE NOT RESOLVED

Speak to: <ul style="list-style-type: none"> ▪ Principal ▪ Deputy Principal ▪ APRIM ▪ Counsellor ▪ Wellbeing Coordinator ▪ Pastoral Care Worker 	⇒ Restorative Conversation ISSUE RESOLVED
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Meeting between all concerned: Negotiate action plan	⇒ Negotiated action plan abided by all ISSUE RESOLVED
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Further meeting plan	⇒ ISSUE RESOLVED
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STUDENT GRIEVANCE POSITIVE RESOLUTION CHART

PROBLEM AT HOME, SCHOOL OR SOMEWHERE ELSE



WHAT CAN I DO?

Tell the person to stop **OR** ignore it **OR** walk away



⇒ Problem
Solved



PROBLEM NOT SOLVED – MOVE TO THE NEXT STEP



TALK TO SOMEONE YOU TRUST ABOUT IT

- Parent/Carer/Relative
- Friend
- Teacher
- School Counsellor
- Kids Help Line 1800 551 880



⇒ Problem
Solved



PROBLEM NOT SOLVED – MOVE TO THE NEXT STEP



SPEAK TO THE SCHOOL'S LEADERSHIP TEAM

Make a time to see the Principal,
Deputy Principal, APRIM, Wellbeing Coordinator, or
Pastoral Care Worker

Have a **Restorative Conference** with those involved

**IF THE PROBLEM CANNOT BE SOLVED, IT MAY BE
NECESSARY TO INVOLVE OUTSIDE AGENCIES**



Restorative Conversation Questions

1. What happened?

2. What were you thinking/feeling at the time?

3. What do you think/feel now?

4. Who has been affected? How has this affected you?

5. What is needed to make things right?

6. What support do you need to do this?



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