



## Grievance Procedures for Students of a DOBCEL School

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### Procedures

These procedures would usually be followed by a student of a DOBCEL school when student members of the DOBCEL school community wish to raise a concern, complaint, or grievance.

In the spirit of partnership and in acknowledging the Catholic Social Principle of subsidiarity and where appropriate concerns, complaints and grievances should initially be addressed by the school.

When grievances about an apparent breach of policy or matter of compliance with the minimum standards for school registration cannot be resolved at the school, the CEOB will seek to assist in resolving the issue using procedures and processes that are fair, consistent and safeguard the dignity of all parties.

### INFORMATION FOR STUDENTS

It is important that everyone feels happy and safe at school so that the best learning can take place. Everyone, staff and students, need to work closely together to provide the best educational opportunities for you. If you have a problem, a concern or a complaint or a grievance, we encourage you to speak to someone about it.

#### **What to do if you have a problem:**

- Try to identify the problem that is upsetting you. If there is more than one problem, list them so that you are clear about what you feel or need.
- If you feel you can, talk to the person you are having the problem with and if their behaviour is upsetting you, tell them to stop.
- If you do not feel that you could do this or if your talk with the person does not solve your problem, talk to a staff member (perhaps your teacher or the school counsellor) about your concerns and ask them to help you deal with it. Sometimes the staff member you talk to may suggest another staff member who could provide assistance. The staff member will often be able to give you good ideas on how to cope with it and will help you.

- You should explain:
  - Who was involved
  - What happened
  - What you did
  - What you believe was unfair or unjust
- Try to stay calm when discussing your problem. Even if you don't feel it, being calm will help you get your concerns across more clearly than if you are upset or angry. It may help to take someone with you.
- Work with the staff member to decide what should be done to help you.
- If you still do not feel that the matter has been resolved, make an appointment to talk to the person at the school who deals with student concerns. The staff member you first talk with will tell you who this is if you don't already know.
- If you still do not feel that the matter has been resolved, make a time to talk to the Deputy Principal or Principal about your concern.

**Remember:**

- Sometimes the person helping you will need to speak to someone else so that the matter can be solved. You need to let that person know that you are comfortable with that.
- You can bring a friend, parent or a teacher to support you when you need to talk about the matter.
- No one will be allowed to pick on you or hurt you because you are making a complaint.
- If you want to, you can write out your complaint in a letter instead of talking about it, but the person helping you will need to speak to you later.
- A process of mediation is an option at any stage of the process.