



Grievance Procedure

Mary MacKillop College supports the right of any member of the school community who believes our school policies are not being supported or enforced appropriately to have their grievance addressed. The usual procedure to be followed in addressing a grievance is, in the first instance, to approach the person with whom you have the grievance. However, if you feel you are unable to do this, the following steps are recommended.

Students

1. Arrange a time to speak with your Pastoral Care Teacher. You may wish to seek the assistance of one of the School Counsellors.
2. Let your Pastoral Care Teacher know what you consider to be unjust or unfair.
3. If the grievance is not addressed by your Pastoral Care Teacher you may speak with someone else (eg parents, relevant Pastoral Care Coordinator, School Counsellor, relevant Director or Deputy Principal).
4. Arrange a time to speak with the relevant Pastoral Care Coordinator or relevant Director.
5. Arrange a time to speak with the Deputy Principal.
6. Write a formal letter to the Principal

Parents

1. Arrange a time to speak with the relevant subject or pastoral care teacher.
2. Let the teacher know what you consider to be unjust or unfair.
3. If the grievance is not addressed, let the teacher know you may speak with someone else (eg parents, Pastoral Care Coordinator, School Counsellor, relevant Director or Deputy Principal).
4. Arrange a time to speak with the relevant Director.
5. Arrange a time to speak with the Deputy Principal.
6. Write a formal letter the Principal (formal complaint)

Note: The Minister for Education nor the Department for Education has any power to directly intervene in any complaints relating to the operations of Mary MacKillop College.

Note: Complaints made to Catholic Education South Australia will be directed back to the College or the Board Chair.



GRIEVANCE PROCEDURE FLOW CHART FOR STUDENTS

