



Diocesan Board of Education Diocese of Belleville

Policy 2611

PARENT GRIEVANCE PROCESS

Rooted in the Gospel and the teachings of the Catholic Church, the school encourages concerns to be addressed promptly, respectfully, and through the appropriate channels of communication. Guided by the values of charity, respect, reconciliation, and the dignity of every person, all parties are called to work toward understanding and resolution in a spirit of Christian discipleship.

Parents and school personnel share a common responsibility for supporting the spiritual, academic, and personal growth of students. This process seeks to preserve the unity of the school community, promote mutual understanding, preserve relationships, and foster resolutions that support the well-being and Christian formation of students while advancing the mission of Catholic education.

There are times when disagreements occur between parents and school personnel, or when clarification is needed regarding a procedure, decision, or policy. In such situations, all parties are expected to communicate in good faith, demonstrate Christian charity, and work collaboratively toward a resolution that reflects the values of the Gospel and the shared mission of Catholic education.

All parties are expected to respect the confidentiality of the process to the extent possible and refrain from actions or communications that may unnecessarily harm the reputation or dignity of others while a concern is being addressed.

1. Parent-teacher meeting: If the concern involves a teacher or other school personnel, parents should first arrange a meeting with the individual most directly involved in the matter. All parties are expected to engage in respectful dialogue, listen with openness, and seek resolution in a spirit of Christian charity and mutual understanding.

If the results of the meeting are disputed, a written summary of the discussion and any agreed-upon actions should be prepared and signed by all parties. If communication takes place by telephone, school personnel should document the date, time, and substance of the conversation and provide a copy to the parents. Parents may amend the document if necessary, sign it, and return it to the school.

2. Parent-principal meeting: If the parent-teacher meeting does not resolve the concern, parents should contact the Principal to arrange a meeting. Parents should provide copies of any documentation from the previous meeting.

The purpose of this meeting is to seek resolution through collaboration and a shared commitment to the student's well-being, Christian formation, and educational success. Written notes of the meeting should be maintained, signed by all parties present, and distributed to those involved.

3. Parent-pastor meeting: If the concern remains unresolved after meeting with the Principal, parents may request a meeting with the Pastor.

The purpose of this meeting is to foster reconciliation, restore positive relationships whenever possible, and seek a resolution that reflects the Gospel values and mission of Catholic education. Notes summarizing the discussion and outcome should be prepared, signed by all parties, and distributed accordingly.

4. Parent-superintendent meeting: If the concern remains unresolved following the Parent-Pastor Meeting, parents may submit a written letter to the Superintendent of Catholic Schools. The letter should briefly describe the concern and include copies of all documentation from the prior meetings.

The Superintendent will review all documentation, consult with the Pastor and Principal as appropriate, and determine the most appropriate next steps in light of diocesan policy, the mission of Catholic education, and the well-being of those involved.

Throughout this process, all parties are expected to treat one another with respect, courtesy, and Christian charity. The goal of the grievance process is not merely the resolution of disputes, but the preservation of relationships, the pursuit of truth and justice, the promotion of the common good, and the advancement of a safe, faith-filled, and Christ-centered learning environment for all students.

Adopted: August 18, 2026