



Policy Title	Grievance / Complaint Resolution Policy
Date Policy Approved	July 2015
Policy Owner & Position	Principals (Ulverstone and Burnie)
Team Responsible for Policy	Principals
Authorised by	Board
Who is the Policy for?	Staff, students, parents ¹ and community
Version Control	Version 3
Statutory/Legislative Requirement	<ul style="list-style-type: none"> • Privacy Act • Discrimination Act
Relevant cross references	<ul style="list-style-type: none"> • Anti-discrimination, Anti-harassment, Anti-bullying Policy • Code of Conduct • Statement of Faith • Duty of Care • Pastoral Care • Agreeing and Disagreeing in Love
Include during Induction	Yes
Review Date	2017

Purpose of the Policy	<p>To provide a set of principles and procedures for the resolution of grievances, complaints or appeals, hereafter referred to as grievances.</p> <p><i>“Make every effort to keep the unity of the Spirit through the bond of peace.”</i> Ephesians 4:3</p>
Policy Statement	<p>Leighland Christian School is committed to building a strong Christian focused community, ensuring a harmonious, fair, just, working and learning environment. Matthew 18:15-17</p> <p>Staff, students, parents¹ and community will have access to processes that allow for grievances to be resolved.</p> <p>All grievances will be dealt with in a supportive environment without victimisation or intimidation of anyone connected with the grievance either during or subsequent to a grievance resolution procedure.</p>
Recommended process for resolving grievances	<p>This document outlines steps to be taken by:</p> <ul style="list-style-type: none"> • Staff • Parents¹ • Students • Members of the Community <p>A copy of the Grievance Policy will be given to the complainants as</p>

soon as a grievance is reported to the School.

1. Informal Process

As a first step, informal and private attempts at resolution or reconciliation should be undertaken between the parties concerned in accordance with Matthew 5:24, “... *first go and be reconciled to your brother; then come and offer your gift.*”

2. Formal Process

Once a formal process is commenced, mediation is an available option at any stage of the process. This will be facilitated by the School and conducted by a person mutually agreed upon by the parties to the dispute.

a) *for student grievances*

Complainants may refer grievances to a Teacher in the first instance. If the complainant prefers, their grievance may be submitted in writing to the teacher. Upon receipt of the grievance, the Teacher will assess the situation and organise to meet with the complainant and/or other parties involved, to resolve the situation as quickly as possible in an informal manner. The complainant may request that a support person of their choosing accompanies them to any meeting regarding their grievance.

The Teacher may determine if other members of the School Community need to be consulted, such as parents¹, chaplain, counsellor or other independent experts. Mediation may need to be facilitated in some cases as a result of this consultation.

At the conclusion of the grievance resolution process, both parties in the dispute will be asked if the matter has been satisfactorily resolved. If not, the complainant may refer the matter to senior staff and/or the Principal for further discussion/resolution.

b) *for grievances of staff, parents¹ and members of the community.*

The complainant must refer the grievance to the Assistant Principal and/or Principal in writing.

Upon receipt of the grievance, the Principal will:

- i) ensure that the person against whom the complaint is made is informed and given reasonable time to respond.
- ii) organise to meet with the complainant and/or other parties involved to resolve the situation as quickly as possible.

Both parties may request that a support person of their choosing accompanies them to any meeting regarding their grievance.

If the complainant is not satisfied with the result or handling of their grievance by Leighland staff, the complainant may submit a formal complaint to the Chair of the Leighland Board.

All meetings, discussions and outcomes will be documented and given a copy given to the complainant in writing. In the case of a student complainant, a copy will also be placed on the student's file.

c) ***for grievances against the Principal***

The complainant may refer the grievance to the Chair of the Board in writing.

Contact between the Principal and the Complainant would not occur (except in an exceptional circumstance) and the Assistant Principal would assume responsibility for school communication with the complainant.

The role of the Chair of the School Board is to:

- i) ensure the School Board is properly briefed and the individual members of the Board adhere to the mutually agreed guidelines.
- ii) ensure the Principal is accorded natural justice and the guidelines for the role of the Board are adhered to.
- iii) be responsible for controlling the publicity and communication to the whole school body, if required, when the complaint is filed and concluded.

The role of the Board is to ensure correct processes are observed along mutually agreed guidelines.

Upon receipt of the grievance, the Chair of the Board will:

- i) ensure that the Principal is informed and given reasonable time to respond.
- ii) organise to meet with the complainant and/or other parties involved to resolve the situation as quickly as possible.

Both parties may request that a support person of their choosing accompanies them to any meeting regarding their grievance.

d) ***Records***

Where the matter enters a formal process, it is expected that all parties, including the School, shall maintain documentary records of meetings, correspondence and steps taken to resolve the matter under these guidelines. At this time, parties involved should be asked for background information and notes will be taken of the information furnished. Furthermore, any records, once the formal complaint is resolved, will be kept securely and confidentially.

e) *Natural Justice*

Both individuals who are the subject of a complaint and individuals making complaints have the right to be afforded natural justice.

A person who is the subject of a complaint has the right to:

- be informed of the nature of the allegations in the first instance
- respond to the allegations
- an impartial hearing, and fair and equitable treatment
- an understanding that all reasonable care will be taken to ensure the matter is handled confidentially
- engage the person or organisation of their choice to provide assistance and support throughout the course of the matter (e.g. assisting with the preparation of responses, representation, accompanying to meetings, etc.) at their own cost.
- access to any documentation to be relied on by any person in the hearing relating to the complaint (including the person hearing the complaint)

A person making a complaint has the right to:

- an understanding that all reasonable care will be taken to ensure the matter is handled confidentially
- an impartial hearing, respect, and fair and equitable treatment
- engage the person or organisation of their choice to provide assistance and support throughout the course of the matter at their own cost
- access to any documentation to be relied on by any person in the hearing relating to the complaint (including the person hearing the complaint).

External Arbitration

At any stage the complainant can seek recourse to appropriate legal means at their own expense. The solution is then no longer in the hands of the complainants or the School.

Leighland Christian School Grievance Policy						
Source	Student	Parent ¹	Staff	General Community Member	Anyone	Mediation is available at any stage
Against	Any member of the Leighland Christian School Community				Principal	
Contact	Teacher		↓	↓	↓	
	Assistant Principal					
	Principal			↓	↓	
	Leighland Christian School Board					
<p>At any stage the complainant can seek recourse to appropriate legal means at their own expense.</p> <p>The solution is then no longer in the hands of the complainants or the School</p>						
Publication and Accessibility to Policy		<ul style="list-style-type: none"> ✓ Provided to any complainant as soon as possible ✓ Included in Induction Course ✓ Annual inclusion into Newsletter (Staff and Parents¹) ✓ Available on School Website ✓ Copies provided to preferred suppliers ✓ Annually reviewed with all staff ✓ Shared with students (K-12) on their level of understanding 				

1 Parents, Carers or Guardians

Grievance / Complaint Form - Confidential

Name:	Relationship with School (student, staff, parent ¹ , community):
Contact details:	Date of meeting:
Phone: _____	Date issue raised:
Address: _____	
Email: _____	
Details of your grievance/complaint: 	
Have you received a copy of the Grievance / Complaint Resolution Policy? <input type="checkbox"/> Yes <input type="checkbox"/> No (A copy may be obtained from the School or directly from the School website at www.leighland.tas.edu.au)	
Action: What actions have you taken already to resolve the problem? What do you believe is needed now to solve the problem?	

Action Plan:

What has been decided?

What is to be done?

By whom?

Review Dates(s):

Results of Action Plan:

I consider the grievance/complaint raised has been resolved to my satisfaction:

Yes No

Signed

Complainant:

Person in Authority:

School Use

Logged: Entry date _____

Number: _____

Acknowledgement sent: _____

Referred for further action: _____

Filed: _____

1 Parents, Carers or Guardians