



Grievance Resolution Policy

BOS Manual, 3.6.2

Related policies: **Student Welfare Policy**

RATIONALE

This school is committed to the resolution of complaints and grievances in a manner which respects all parties involved and the principles of procedural fairness, including the “hearing rule” and right to an unbiased decision.

Complainants and respondents are entitled to have concerns or complaints dealt with sensitively and promptly without any threat of victimisation or discrimination.

AIM

The aim of this policy is to provide a framework for the processes by which matters of concern identified by students and/or parents may be raised that will lead to appropriate responses. The policy is solution driven and gives opportunity for the aggrieved party to present their case.

IMPLEMENTATION

Staff will make every effort to listen to and respond to complaints. Complaints and grievances will be dealt with in a timely manner.

Investigations will be the responsibility of the Principal and his/her delegated representatives.

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Grievance Resolution Procedures

Procedures for Students

The student is to take the complaint to the person involved (this is to be done outside of class time).

The student is to take a complaint/ grievance to the following school representative:

1. Class matters to relevant Head Teacher.
2. Playground or sport matters: the relevant duty teacher.
3. Buses: Heads of school / or delegate.
4. Discipline or uniform matters: Girls / Boys Discipline coordinators.

PLEASE NOTE:

If the matter is not resolved at this stage, the matter may be taken to the person next in charge, e.g., the Head of School.

Procedures for Parents and/or Staff

1. Talk first with the person with whom you have a problem.

In the first instance, any conflicts should be addressed informally between the two parties involved. The aim is to find out whether the problem you see is real or just a communication issue. If you then believe the other party is wrong you should lovingly correct them and restore the relationship before it suffers any further harm. This should be done in a private manner. If, and only if, this does not lead to conflict resolution, after prayerful consideration, the matter may be taken to the next stage.

2. If you can't resolve the problem, take a wiser person with you.

If it is considered that the matter needs to be taken before witnesses it is generally appropriate that this be the person most directly responsible for the person against whom the complaint is made within the authority structure of the school. If the matter is not resolved it should then be referred to the relevant head of department or head of school or principal in accordance with the procedures outlined for students.

In dealing with any issue the principal will firstly ensure that the preceding steps have been undertaken and that the accused has been given the opportunity to respond to any accusations made against him. In doing so the principal may make available any documentation or other information pertaining to the problem.

3. Only refer matters to the Principal when the prior steps have been tried.

Make an appointment with the Principal; put things in writing or call to discuss. The principal will investigate the matter involved and communicate his/her findings to all parties concerned.

If the intervention of the principal does not result in a resolution of the dispute the matter should then be referred to the chairperson of the School Board.

If a matter is referred to the school board it should be in writing and addressed to the chairperson. It is not appropriate for individual board members to be approached separately. Board proceedings are confidential. Any board member who is approached should refer the matter to the chairperson.

4. If the incident involves the Principal, write or phone the Chairman of the Board to discuss.

You should not discuss your grievances with other people outside of the conflict resolution circle. The Body of Christ is damaged when we gossip about problems or when we talk to others about issues they do not need to know about. Sometimes, after an issue has been resolved between two people, the problem recurs because others have discussed the issue without knowledge of how it was resolved. Christians are called to be patient, humble, forgiving and keeping unity as much as they can.