

GRIEVANCE POLICY

VISION STATEMENT

To provide a Christ-centred learning environment that empowers each individual to enjoy a life of purpose.

RATIONALE

In a Christ-centred community our College's Grievance Policy seeks to provide each student, parent/guardian or staff member with the opportunity to access procedures to facilitate the resolution of a grievance, concern or complaint about the College in a conciliatory manner. It is the College's desire to facilitate a unified and peaceful community where its members treat each other as we would like to be treated – with dignity, respect, honesty and grace.

POLICY

Mount Annan Christian College recognises that all members of the College community have the right and an opportunity to express disappointment or disapproval and seek resolution and reconciliation with the intent of clearly reaching mutual understanding amongst the parties involved whilst being afforded a procedurally fair process.

PRINCIPLES

1. All grievances will be treated seriously, having due regard to procedural fairness principles
2. Resolution of grievances and the preservation of relationship should be the intent of all communication regarding a concern of a community member.
3. Parents and Guardians have a recognised right to seek access to information about and clarification of circumstances relating to the education and welfare of children in their care.
4. All grievance matters should initially be attempted to be resolved at the lowest level of operational/leadership responsibility.
5. Where appropriate, Biblical principles are encouraged and pursued to ensure that the positive relationships that exist within the grievance resolution process are maintained.
6. If initial face-to-face communication with an applicable staff member occurs and yet fails to achieve resolution, the grievance matter should be placed in writing, giving detail of the nature of the grievance and action taken to date and then taken to the next step in the resolution process.
7. Concerns of parents should be communicated in accordance with the accompanying procedures. Steps have been set in place to protect students, staff and parents from unnecessarily escalating issues of concern whilst ensuring that matters are heard openly and responded to appropriately.
8. When processing a grievance all parties are to show the utmost respect for the privacy of the students, parents or staff involved and the confidentiality of all information related to the grievance resolution process. No other communication about the matter should be entered into by anyone involved.
9. A member of the Executive Leadership shall reserve the right to communicate with other College community members in order to seek a resolution during the grievance process. This includes the right to delegate responsibilities to other staff members to assist in the resolution process.
10. Certain staff members are given Executive responsibility for resolving grievances in a manner that is in keeping with School policy and procedure.
11. The College will reserve the right to manage grievances brought by a student against another student under the College's Student Management policies and the procedures contained therein.
12. A record of communication should be kept for all formal interviews.
13. A formal written communication of the resolution of the grievance should be distributed to those involved in the process.
14. Concerns specifically related to the Headmaster should be directed to the Chairman of the College Board.

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PROCEDURES

Step 1

Make an appointment to discuss the grievance matter face to face with the staff member concerned. Having spoken to the staff member and if the grievance matter is not resolved, the student, parent/guardian or staff member should place the grievance matter in writing, giving detail of the nature of the grievance and all actions taken to date.

Step 2

If the grievance is still unresolved, an appointment (with written details of the grievance matter provided) should be made with the Head of Primary / Secondary or Head of Operations to discuss the matter further.

Step 3

If the matter remains unresolved to your satisfaction, the next step is to arrange an appointment with the Headmaster.

Step 4

If the grievance matter is still unresolved or the person is dissatisfied with the Headmaster's handling of the matter, the final step is to email the Chairman of the College Board.

Emails are to be addressed to boardchair@macc.nsw.edu.au