

GRIEVANCE POLICY

What you need to know

- This policy applies to all members of the College community including students, parents/guardians, and staff members.
- The 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.
- 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.

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Vision Statement

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

Purpose

This 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.

The purpose of this policy is to:

- Outline the principles for handling and resolving matters of grievance.
- Provide procedural steps to be followed in order to resolve a grievance and how to address unresolved matters.

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Scope

This policy applies to all members of the College community, including students, parents/guardians, and staff members (ongoing part-time and full-time employees).

Principles

Procedural Fairness

All grievances will be treated seriously, having due regard to procedural fairness principles and will be conducted within a period of 28 days.

Preserving Collegiate Relationships

Resolution of grievances and the preservation of relationship should be the intent of all communication regarding a concern of a community member.

Where appropriate, Biblical principles are encouraged and pursued to ensure that the positive relationships that exist within the grievance resolution process are maintained.

Seeking Clarification

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.

Initial Resolution

All grievance matters should initially be attempted to be resolved at the lowest level of operational/leadership responsibility.

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.

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 details of the nature of the grievance and action taken to date and then taken to the next step in the resolution process.

Concerns specifically related to the Headmaster should be directed solely to the Chairman of the College Board.

Confidentiality

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.

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.

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Certain staff members are given Executive responsibility for resolving grievances in a manner that is in keeping with School policy and procedure.

Handling Student Management-Related Grievances

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.

Record Keeping

A record of communication should be kept for all formal interviews.

A formal written communication of the resolution of the grievance should be distributed to those involved in the process.

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 details 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.

Such emails are to be addressed to boardchair@macc.nsw.edu.au

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Related policies and procedures

- Primary Student Management (Discipline) Policy
- Secondary Student Management (Discipline) Policy
- Staff Code of Conduct
- Whistleblower Policy