



KING'S BAPTIST  
Grammar School

## POLICY: Parent Grievance Policy

**Audience:** Staff and Parents

### **Rationale:**

This policy guides parents and staff of King's about how to best try to resolve a conflict or grievance, or what to do when problems do not seem to be heard from a parent's perspective.

### **Policy Position:**

The school recognises that when a group of people share significant time together it is inevitable that, from time to time, problems will arise. When people cannot work their way to solve a problem this may have an adverse effect and may lead to conflict in relationships and/or learning. A grievance may arise when the different points of view surrounding the conflict do not appear to be listened to or taken seriously. From time to time, differences of perspectives and values will prevent a resolution from happening within a given time frame. In this instance, we would hope that all parties can work together towards a resolution despite their differences.

The school is committed to ensuring that it is a safe, fair and just place to work and study. The health, safety and wellbeing of all members of the school community remains the highest priority.

The Christian beliefs upheld by the school underpin our position in relation to this policy. As a Christian School, we believe:

- we continue and extend Christ's ongoing redemptive work of reconciliation
- that each person is a unique intellectual, physical, emotional, spiritual human being, created in the image of God
- we are called to interact with others through love and mutual respect
- the results of ministry are the empowering, encouragement and edification of people, where the Fruit of the Spirit (love, joy, peace, patience, kindness, goodness, faithfulness, gentleness and self-control, Gal 5:22-23) is growing and displayed
- work together even in instances of disagreement
- that abuse of any kind must not be tolerated
- that students, parents and staff must be treated with dignity and respect
- that all people should be offered compassion and justice

### **Operational Aspects:**

#### **1. Suggested Procedure for a parent**

We encourage parents to communicate with their child's teacher when concerns arise. In most cases, issues can be easily resolved through informal processes of communication.

However, from time to time, a parent may find that a conflict has not been resolved, they are left feeling aggrieved and feel the need to complain. In these instances, parents should follow the steps outlined in Attachment 1: Grievance Flow Chart.

- Step 1: Initial contact with the school
- Step 2: Follow up contact with the school
- Step 3: Contact with a Senior Staff Member
- Step 4: Formal Grievance is lodged

At every step of the process, ideas and strategies will be discussed and a complainant may decide that the grievance has been resolved. At this point they are not obligated to continue with further steps in the grievance process.

Follow up and support with all parties will be made available if needed throughout the process and this may include:

- Arranging support for those involved.
- As far as is possible, bring resolution through conciliation and co-operation, such as the complainant and respondent gaining a better understanding of different points of view and no longer feeling aggrieved.
- Where resolution is not readily achieved, to assist the complainant and respondent to work together despite differences of perspectives/values and ambiguity.
- Arrange counselling for one or both parties if appropriate.
- If required, arrange for any apology, written or verbal.
- Provide further training or support where required.

## **2. A grievance with the Principal**

In instances where a person has a complaint with the Principal that cannot otherwise be resolved, a Formal Grievance may be lodged with the Chairman of the School Board. It is the responsibility of the Chairman of the Board to implement all reasonable steps to have the complaint investigated and to facilitate a resolution.

## **3. Further Notes**

Neither the Minister for Education and Child Development nor the Department for Education and Child Development has any power to directly intervene in any complaints relating to the operations of a non-government school.

Grievances that occur between parents fall outside our jurisdiction. If a parent has a grievance with a student, they must not approach the student directly, contact the relevant sub-school Director, who will hear their grievance.

## **4. Confidentiality**

The school recognises that unfounded accusations can be potentially defamatory when reputations are damaged without just cause. All persons involved in the grievance process should maintain confidentiality unless otherwise required by appropriate circumstances or law, so as to minimise disruption in the school and the risk of a civil suit for defamation.

In some circumstances, a grievance might involve an alleged crime that may have been committed. In these cases, confidentiality cannot be assured as the police or similar outside agencies would normally be contacted. All staff are mandated notifiers and in these cases a matter will be reported to the relevant authorities.

Anonymous sources are difficult to investigate thoroughly. We would encourage parents that have a grievance to identify themselves in order to try and resolve the issue.

### **Attachments:**

- Parent Grievance Flow Chart
- Formal Grievance Form

### **Definitions:**

- *Parent*: is interchangeable with “care-giver”.
- *Grievance*: a cause for complaint where resolution has not been found through informal communication processes.
- A ‘*conflict resolved*’ means that both parties have been listened to and agreed outcomes have been determined. In some cases, no school action will be deemed necessary. A resolution may also be achieved when both parties acknowledge their commitment to working together despite their differences of perspectives/values.

### **References:**

### **Related Documents:**

Student Grievance Policy

**Review:** Every 3 years

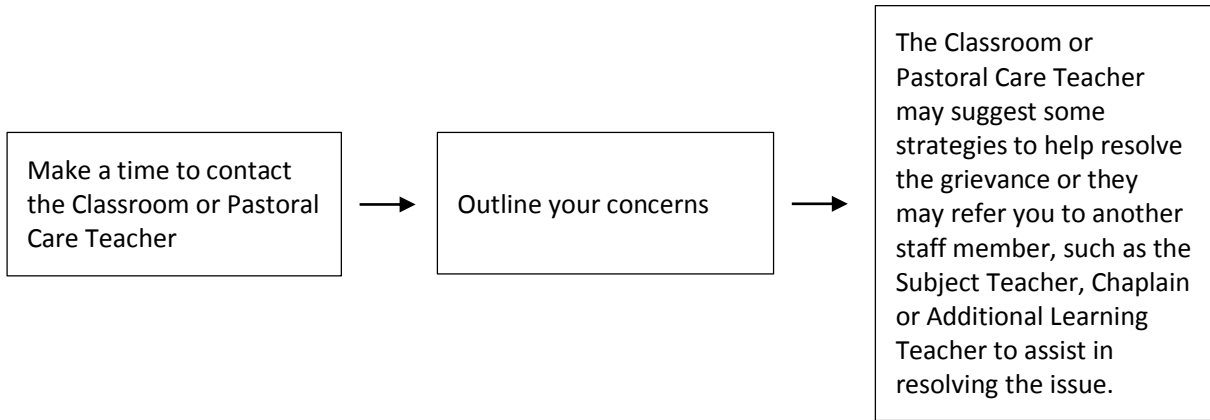
**Policy approved by the Acting Principal on 26<sup>th</sup> May, 2016**

**Communication:** via Noticeboard, R-12 meeting and the King’s Website

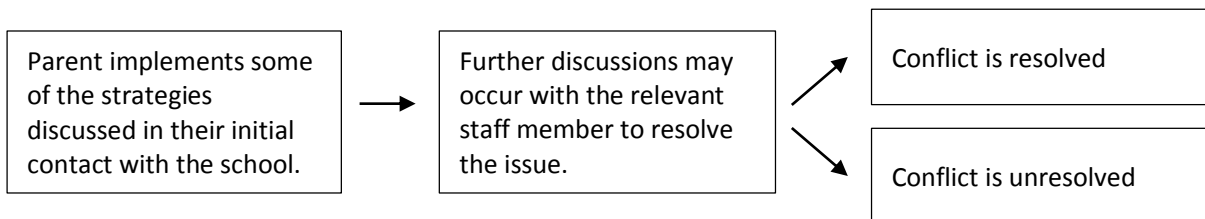
**Version Control:** Principal’s PA

# Parent Grievance Flow Chart

## Step 1: Initial contact with the school

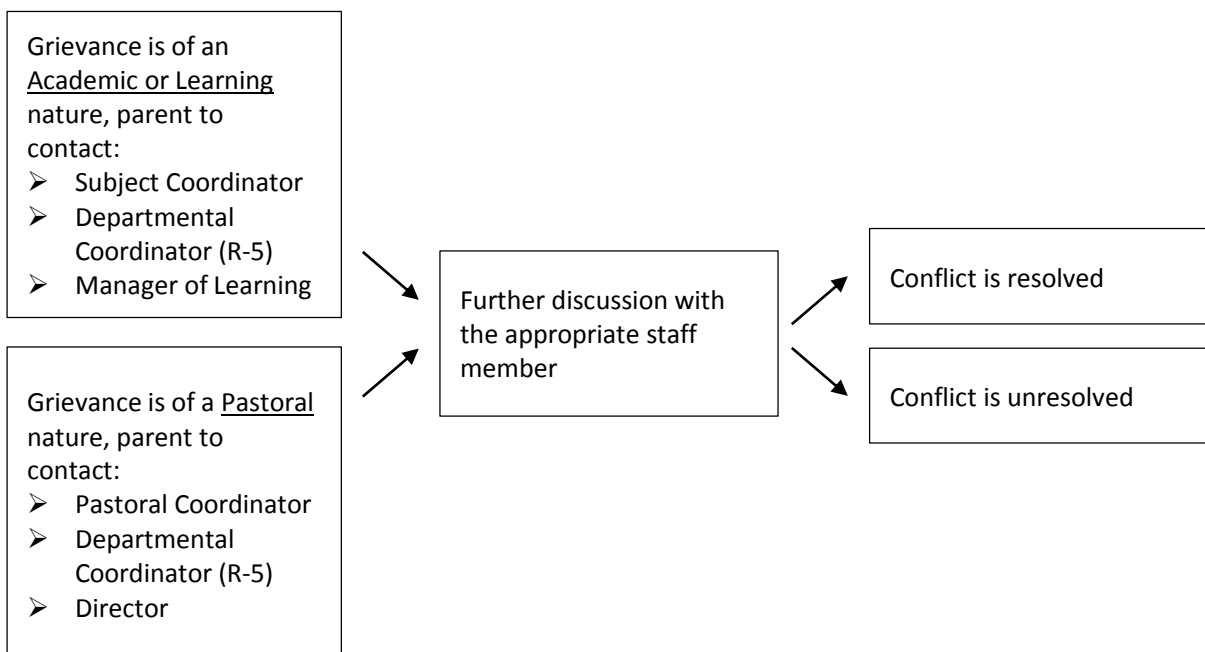


## Step 2: Follow up contact with the school



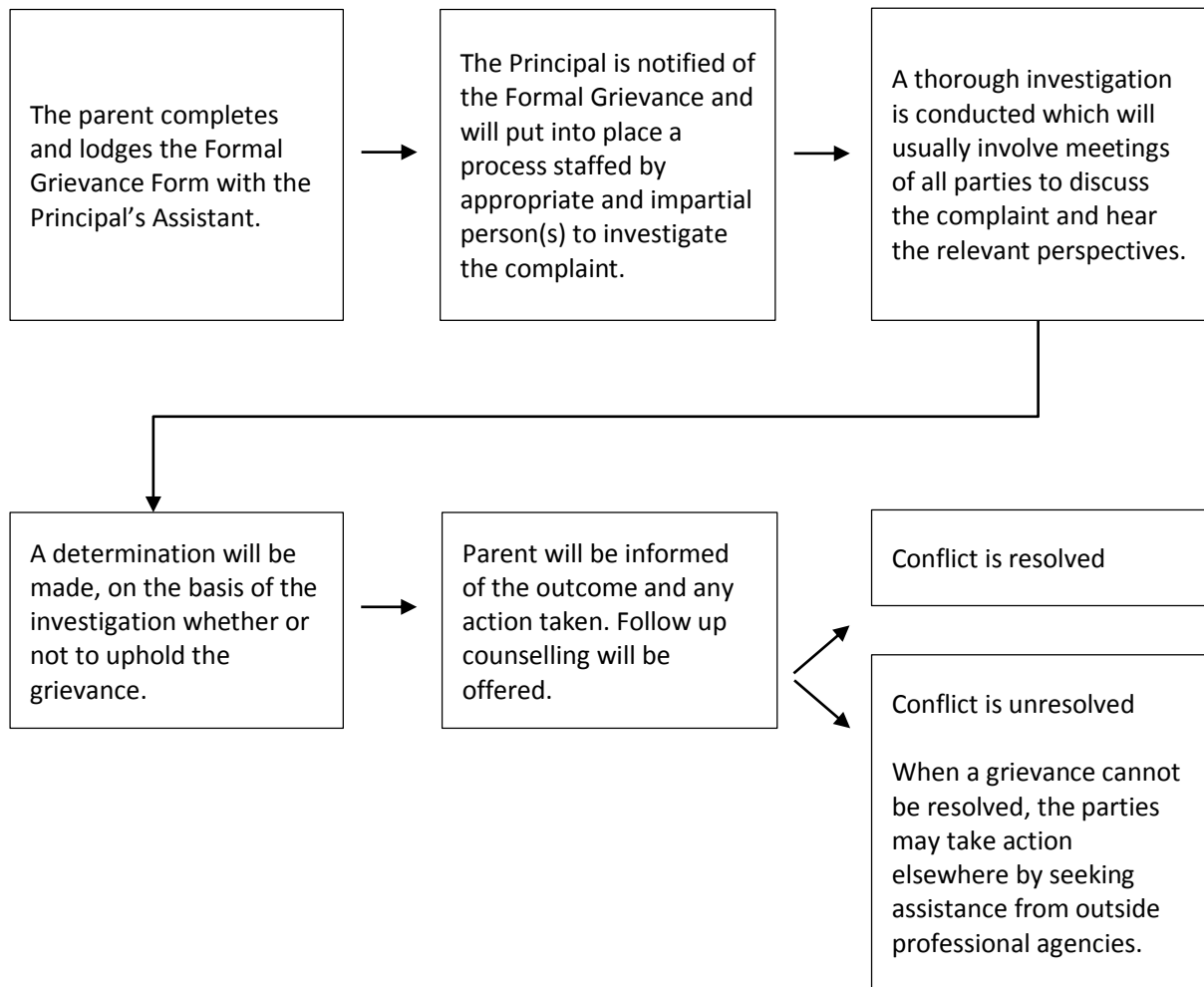
## Step 3: Contact with a Senior Staff Member

If the grievance remains unresolved after Step 1 and 2 have been followed, the parent may contact the relevant Senior Staff Member depending on the nature of the grievance.



#### Step 4: Formal Grievance is lodged

If the grievance continues to be unresolved despite following the previous steps, the parent may choose to initiate a formal grievance.



# Formal Grievance Form

## 1. Your details

Your name: .....

Name of your child: .....

Address: .....

Contact number: .....

Email address: .....

## 2. Which member(s) of staff have you initially communicated with regarding this matter? (See Step 1)

Staff member: .....

When? .....

What was the result?

.....  
.....  
.....  
.....  
.....

## 3. Which member(s) of staff did you have follow up contact with regarding this matter? (See Step 2)

Staff member: .....

When? .....

What was the result?

.....  
.....  
.....  
.....

## 4. Which Senior Member(s) of staff have you communicated with regarding this matter? (See Step 3)

Staff member: .....

When? .....

