



Student Grievance Policy

Audience: Students, Parents and Staff

Rationale:

This policy guides students, parents and staff to resolve a conflict or grievance, or what to do when problems do not seem to be heard.

Policy Position:

When a group of people share significant time together it is inevitable that, from time to time, problems will arise. When a student is unable to solve a problem, this may have an adverse effect on the student 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.

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. Our whole-School approach affirms God's idea of community, reflected through the School's FISHER principles:

- to be **Fair** in our relationships and interactions
- to live with **Integrity** in the seen and unseen parts of our lives
- to follow Jesus' example to **Serve**, not to be served
- to learn to be **Humble** and comfortable with who we are, without pride or arrogance
- to strive for our own **Excellence** in all our endeavours
- to show **Respect** to all people and in all environments
- to take **Responsibility** for our actions and choices

Operational Aspects:

1. Procedure for a student

We encourage students to communicate with their family and teacher when concerns arise. In most cases, issues can be easily resolved by discussing the issue with a parent, the Pastoral Teacher or the relevant subject teacher.

However, from time to time, a student may find that a conflict has not been resolved. In these instances, students should follow the steps outlined in **Attachment 1: Student Grievance Flow Chart**.

- Step 1: Talk to your Pastoral Teacher
- Step 2: Try some strategies
- Step 3: Talk to a Senior Staff Member
- Step 4: Make a Formal Grievance – **Attachment 2: Student Formal Grievance Form**

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

2. Bullying or Harassment

The School is committed to providing a safe, flexible and respectful environment for staff and students free from all forms of discrimination, bullying and sexual harassment.

Discrimination, bullying, sexual harassment, racial vilification and victimisation are unacceptable at King's Baptist Grammar School and depending on the circumstances are also against the law.

Students who feel that they are being harassed or bullied, should immediately report this to a teacher as this behaviour is unacceptable. The Anti-Bullying and Anti-Harassment Policy details unacceptable conduct.

Bullying and Harassment issues will be dealt with independent to the Student Grievance process as these issues need to be investigated quickly to bring about 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.

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 students that have a grievance to identify themselves in order to try and resolve the issue.

Definitions:

- *Pastoral Teacher*: For students in the Junior School, "Pastoral Teacher" is interchangeable with "Classroom Teacher"
- *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.
- *Senior Staff Member*: may be Learning Area Leader, Boys or Girls Co-ordinator, Director of Spiritual Formation or Head of Sub-School.

Attachments:

- Student Grievance Flow Chart
- Student Formal Grievance Form

References:

- Sex Discrimination Act 1984 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Age Discrimination Act 2004 (Cth)
- Australian Human Rights Commission Act 1986 (Cth).

Related Documents:

- Anti-Bullying and Anti-Harassment Policy
- Parent Grievance Policy

Review: Every 3 years

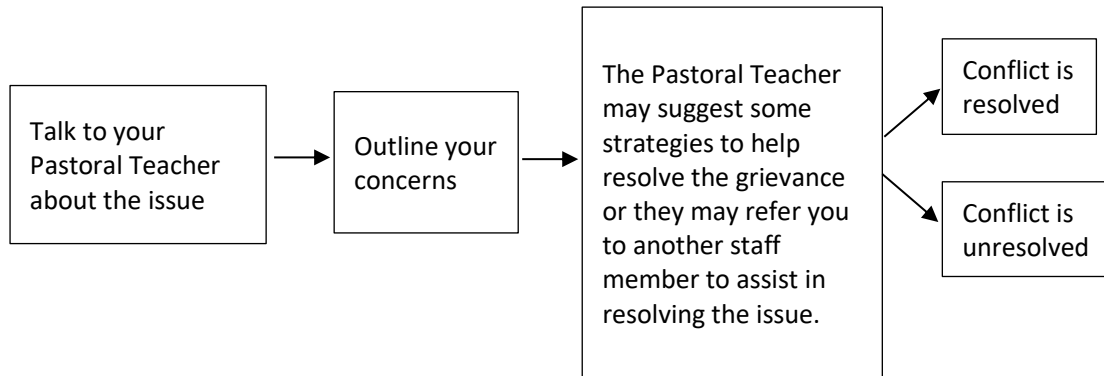
Policy approved by the Principal on: 31 March 2021

Communication: SEQTA

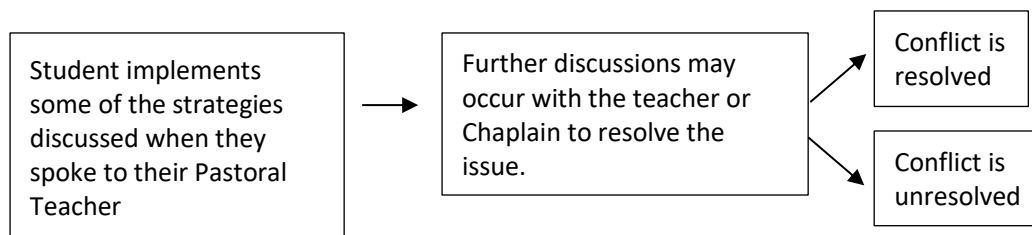
Version Control: The Executive Leadership Team

Attachment 1: Student Grievance Flow Chart

Step 1: Talk to your Pastoral Teacher

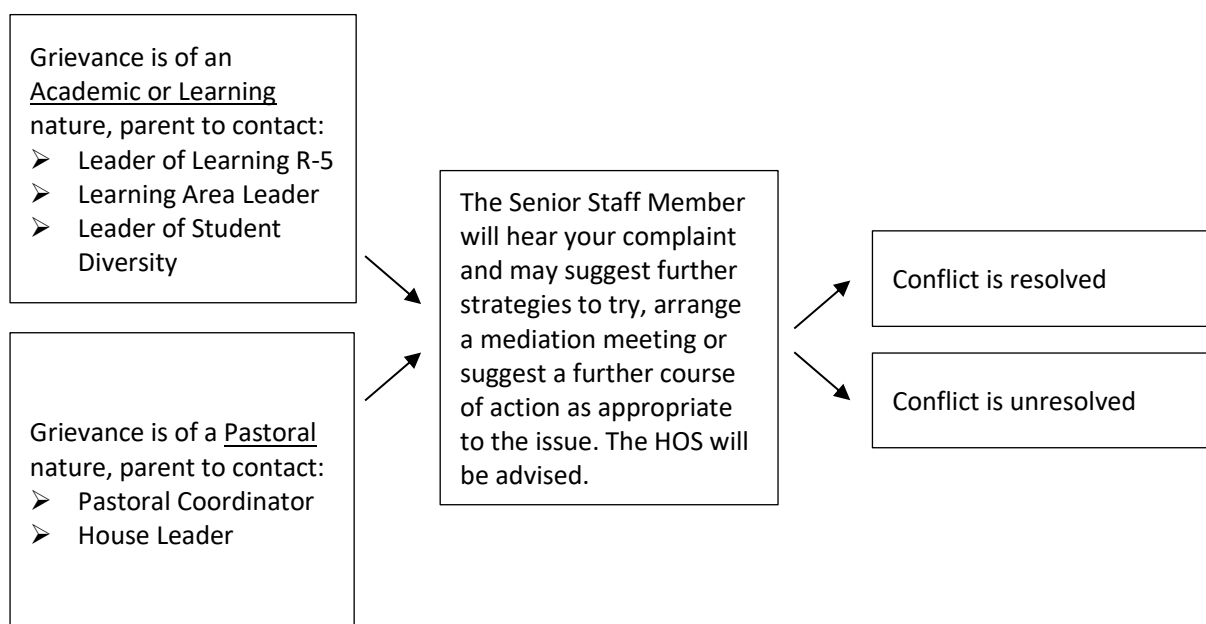


Step 2: Try some strategies



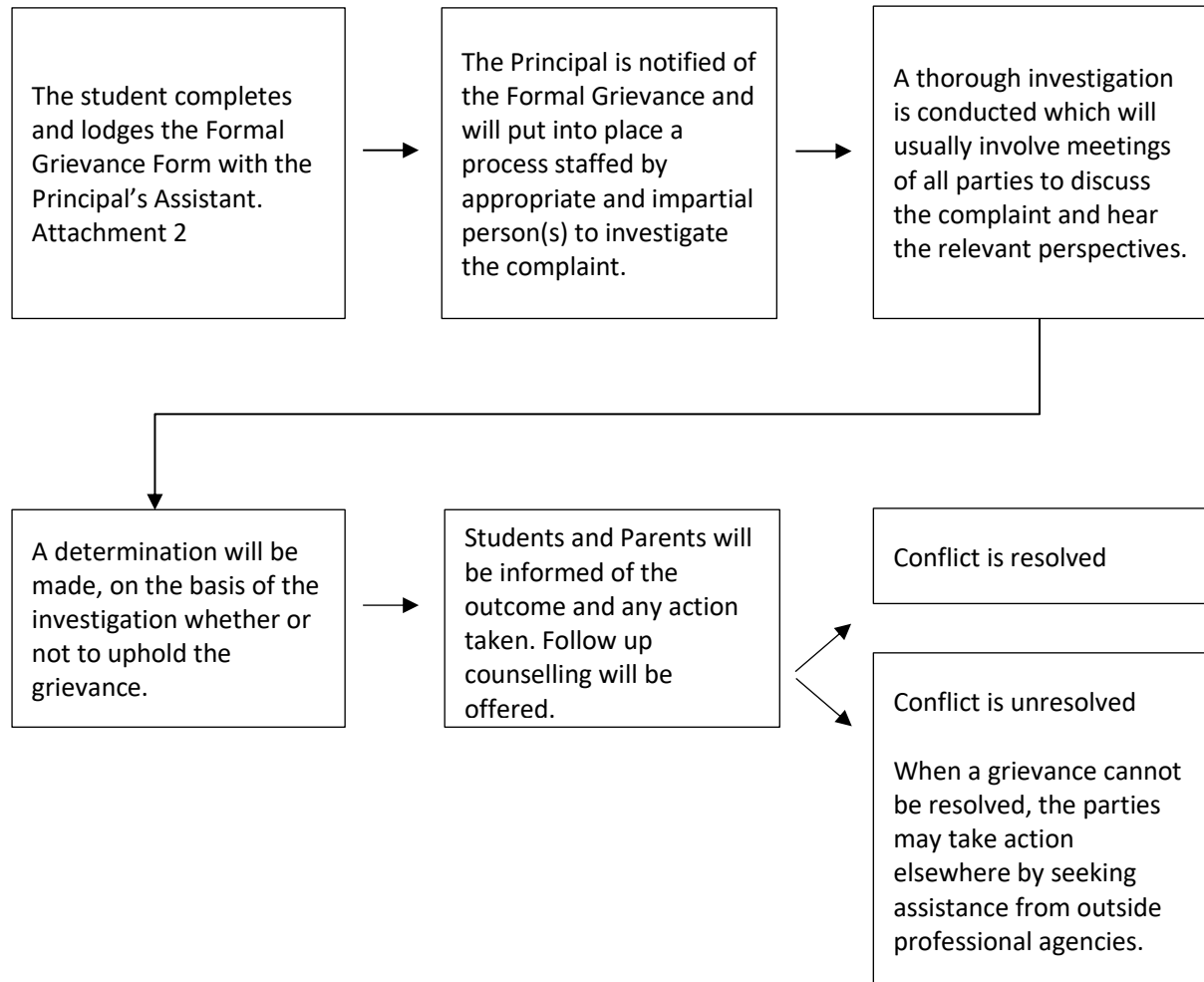
Step 3: Talk to a Senior Staff Member

If the grievance remains unresolved after Step 1 and 2 have been followed, the student should talk to the relevant Senior Staff Member, depending on the nature of the grievance.



Step 4: Make a Formal Grievance

If the grievance continues to be unresolved despite following the previous steps, the student may choose to initiate a formal grievance. It may be that the student needs the help of a teacher or parent to complete the Student Formal Grievance Form – Attachment 2.



Attachment 2: Student Formal Grievance Form

1. Student details

Your name:

Pastoral Class:

2. Please give details of the complaint and the outcome you are seeking.

(You may wish to attach further documentation)

Issue and context:

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What strategies did you try?

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Outcome you are seeking:

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3. Who did you initially speak to regarding this matter? (See Step 1)

Staff member:

When?

What was the result?

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4. What strategies did you try? What was the result of trying these strategies? (See Step 2)

What strategies did you try?

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What was the result?

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

Staff member:

When?

What was the result?

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Date:

Signature:

This completed form is to be stored by the Principal. A SEQTA note will be entered indicating additional files are held in the Principal's office.

The information on this form will be used by the Principal to follow up with your grievance in line with the Student Grievance Policy. This form will be stored securely and you may correct or update any personal information at any time by contacting the Principal's Assistant.