



Student and Parent/Guardian Grievance Policy and Procedures 2016

Policy

Calrossy Anglican School has a commitment to providing a safe, supportive learning environment for all students. The School recognizes the right of all students and parents to express their concern about school related issues and to have their grievances acknowledged through a fair hearing.

Principles and Procedure

- Confidentiality, privacy and impartiality must be maintained wherever possible and appropriate.
- Complaints will be dealt with as quickly as possible.
- In the first instance, all efforts should be made to resolve the complaint directly between the parties involved.
- Grievance resolution should be approached in a relatively informal manner. This should usually involve a discussion with the staff member most directly concerned where a genuine attempt should be made by both parties to resolve the issue.
- If the grievance cannot be resolved at this level then students and/or parents/guardians should take their concern to their form teacher or a more senior staff member, still in an informal manner.

General concerns/welfare	Leader of Wellbeing
Specific subject issues	Head of Department
Christian life of School	Chaplain, Reverend Andrew Newman
Boarding	Head of Boarding (Mrs Courtney Coe)
Sport	Sports Administrator (Mr Mark Gallienne)
Business/Finance/Facilities	Business Manager (Mr Hugh Castleden)

- If the grievance is still not resolved the student and/or parent/guardian should refer the grievance to a more senior staff member, specifically:

Brisbane Street Campus

Academic concerns, assessment or discipline: Deputy Principal of School/Curriculum/Discipline (Mr Mark Doran)

Welfare, general concerns: Head of Secondary Girls, Mrs Judy Taylor

Secondary Boys'

General issues: Head of Secondary Boys, Mr Joseph Goldsworthy

Specific academic concerns, assessment: Director of Curriculum (Mr Mick Larkin)

Primary

Head of Primary (Mr Robert Black)

Stage 1 Co-ordinator (Mrs Kim Baker-Bargwana)

Should issues still not be resolved, students and/or parents/guardians should make an appointment to see the Principal. In the case of serious issues, the preceding steps may be bypassed and the matter brought to the **direct attention of the Principal.**

Responsibilities of parties in grievance issues

All parties should speak and listen in a calm, respectful manner and present accurate information.

Student

- Report the issue directly to the staff member concerned in a calm way
- Not knowingly present an unjustified complaint
- Listen to advice and fair comment
- Work with the staff member on a resolution

Parent Guardian

- Make direct contact with the staff member concerned
- Listen carefully to the response and explanation
- Work with the staff member on a resolution

Staff Member

- Be objective and fair
- Provide appropriate explanation or justification
- Re-assess issue if necessary
- Work with the student and/or parent/guardian on an appropriate pathway for proceeding if the matter still remains unresolved

Senior Staff Member

- Seek information from both parties
- Re-assess and recommend a course of action
- Call a meeting of all parties if necessary
- Make a decision, where appropriate, and communicate to all parties
- Refer the matter on to Deputy Principal, Head of Secondary Girls, Head of Secondary Boys, Head of Primary who should review the situation and make a final decision where possible or refer on to the Principal.

Principal

- The Principal should attempt to resolve the issue or make a final decision.

Grievance issues relating to assessment – Years 11 and 12

Calrossy Anglican School has a separate *Assessment Guidelines Booklet* which has a section on appeals relating to assessment.

Harassment, bullying, abuse

Where grievance relates to matters of bullying, harassment and child protection issues the School will respond in accordance with policies and procedures relating to these areas as well as the above guidelines.

Grievance Officers

All members of the Calrossy Anglican School Executive have been appointed as Grievance Officers.

Mrs Elisabeth Jackson	Principal
Mr Hugh Castleden	Business Manager
Mr Mark Doran	Deputy Principal
Mrs Judy Taylor	Head of Secondary Girls
Mrs Courtney Coe	Head of Boarding
Rev Andrew Newman	School Chaplain
Mr Robert Black	Head of Primary
Mr Joseph Goldsworthy	Head of Secondary Boys