



## *Grievance Policy and Procedures*

A student, parent or staff member may make a complaint/appeal orally or a formal complaint/appeal in writing. Oral complaints or appeals will be dealt with informally and complaints/appeals in writing will receive a written response, indicating the outcome and the reasons for the decision.

Parkes Christian School will always seek to deal with complaints, grievances or appeals in a constructive and timely manner. Each formal complaint, grievance or appeal and its outcome is to be recorded in writing. In the first instance, complaints/appeals should normally be discussed with the person/persons involved (Matthew 18:15). However, if this does not resolve the problem, or is inappropriate or impracticable, students and parents should communicate with the Principal. Teachers should discuss the matter with their supervisor before going to the Principal.

Matters that are not resolved can then be brought to the attention of the School Board. In this instance the appellant will be offered the opportunity to formally present his/her case and to have an independent person as an advocate.

### **Grievance Handling**

We understand difficulties or misunderstandings can arise and request parents/guardians proceed with the following **Resolution Process**.

#### **Step 1. Discuss the matter with the class teacher, or teacher concerned, directly.**

*Having spoken with the teacher, if you are still concerned, make an appointment to discuss the matter with the appropriate Coordinator.*

#### **Step 2. If the matter remains unresolved to your satisfaction, the next step is to arrange an appointment with the Principal.**

If a parent or community member feels that the issue is serious enough, they may approach a member of the Senior Executive, who will help the complainant through the process. In the most serious circumstances this may mean proceeding straight to the Principal with the complaint.

#### **Step 3 The final option is to write a letter addressed to:**

**Chairman of the School Board  
Parkes Christian School  
PO Box 420  
Parkes, NSW 2870**

**Please note:** If you feel that an issue is of a very serious nature affecting the immediate safety of your child or other students, it is important that you speak directly to the Principal.

### **Grievance Handling Procedures & Principles**

The following are general guidelines for the handling of all grievances within the School

Community. All grievances must be handled:

- confidentially; impartially; promptly; and
- according to the procedures listed below.

Anyone handling a grievance should always keep the above rules in mind. The following steps should be followed:

- 1) Get full information from the 'complainant' about their grievance and how they want it resolved – LISTEN to the person making the complaint.
- 2) Ensure that written records are made relating to the grievance.
- 3) Decide whether you are the appropriate person to continue handling the grievance.
- 4) If you decide you are not, immediately refer the complainant to an appropriate person.
- 5) If you decide you are the appropriate person, put the information you have received from the complainant to the person/persons he or she has complained about and get the other side of the story.
- 6) Decide whether the complaint is valid or not (this may involve talking with others or witnesses)
- 7) Decide how the complaint should be resolved (again, this may involve talking with others; eg Supervisor, Principal, School Board.
- 8) Act on your decision, letting both parties know what is going to happen and why and telling them about other/external avenues of complaint if they are not happy with your decision.
- 9) Monitor the outcome.
- 10) Report the matters to your superior, if you have one, or the chairman of the board.
- 11) Ensure that a written statement is given to the appellant stating the outcomes of the appeal/complaint.
- 12) Pray about the matter throughout the procedure.