



COMPLAINTS, GRIEVANCE AND REVIEW POLICY AND RESOLUTION PROCEDURE

"The School's policies which are made from time to time are made pursuant to the requirements set out in section 47 of the Education Act and of the Board of Studies for registration for the school."

The School recognises that staff, parents and students may have complaints or grievances about events that have happened in the school. Staff, Parents and Students have the right of review for any discipline action taken by the school towards a staff member or student.

The School has in place processes for dealing with complaints and grievances raised by students and/or parents. These processes will incorporate, as appropriate, principles of procedural fairness. The School will generally deal with these events in the manner set out below.

What should you do if you have a complaint, grievance or wish to have a review of a made decision?

Various options are available to you:

- Contact the school office and make an appointment to see the classroom supervisor that is responsible for your child/children.
- Make a written complaint or grievance to the classroom supervisor.
- Contact the school office and arrange for a phone conference with the classroom supervisor that is responsible for your child/children.
- Inform the school office and they will inform the relevant person.
- Contact the school office and arrange for a time to talk to the Headmaster by phone conference.
- Make a written complaint or grievance to the Headmaster.
- Contact the school office to make an appointment to see the Headmaster.

How are complaints about grievances and how are reviews dealt with?

All complaints, grievances and reviews will be treated seriously and generally in accordance with the following:

1. The complaint or review will be investigated following procedural fairness. The School will abide by all privacy legislation in relation to investigating and reporting the outcome of an investigation.



2. If a complaint or review is upheld, the School will take whatever action it considers appropriate, against a staff member, student or parent.
3. The School prefers to resolve grievances within the School. However, in some circumstances, it may be appropriate for you or the School to involve the relevant authorities.
4. It is unlawful for a staff member, student or parent to be victimised or otherwise disadvantaged as a result of making a complaint or acting as a witness in a complaint or review.
5. You should also be aware that if you lie about a complaint or during the review process, including as a witness, the School will view this as a serious matter, and your child/children or the staff member may be disciplined or dismissed.
6. On matters that are considered very serious by the Pastor and Headmaster; the school board will become involved.

Reporting the findings of a complaint or grievance.

1. The staff member who receives the complaint or grievance will be responsible for informing the person/s who gave the complaint or grievance of the outcome. This responsibility may be given to the Headmaster depending on the severity of the complaint or grievance.
2. If requested a written report will be given taking into account privacy laws.

What can you do if you are unhappy about the manner in which an investigation or review was carried out; or you are dissatisfied with the results.

1. Contact the school office to make an appointment to see the Headmaster.
2. If you are dissatisfied with the result from your appointment with the Headmaster your next step is to contact the school office to make an appointment to meet with the Chairman of the School Board.
3. If you are dissatisfied with the result from your meeting with the Chairman of the School Board; you can make a written complaint to the School Board of Directors. The School Board of Directors will respond as they see fit to your written notification of grievance.
4. If you are not satisfied with the School Board's response; you may contact the Board of Studies, or other relevant authorities or government departments.

Policy Updates: *The school Headmaster is responsible for the updating of this policy document.*