



Policy

5.2 Grievance

1. Introduction

- 1.1 The Sunshine Christian School shall maintain a fair process to resolve grievances brought forward by members of the School community. In doing so, the School seeks to achieve and maintain a setting that encourages a productive and harmonious School environment.
- 1.2 Within this context, grievances shall be dealt with quickly, impartially and fairly.

2. Purpose

- 2.1 The purpose of this Grievance Procedure is to provide parents, guardians and students with an opportunity to lodge a complaint and provide an avenue to facilitate a resolution.
- 2.2 The School aims to foster a culture in which appropriate standards of conduct are maintained by community members at all times, and that complaints are managed and resolved fairly, efficiently, promptly and in accordance with relevant legislation. The School aims to provide a harmonious, positive and productive environment and supports the practices of dispute resolution and confidential mediation as a means to resolve issues.
- 2.3 The aim of the School's grievance procedure is to produce a solution, which is acceptable to the individuals involved and the School. Not all problems however, will be capable of resolution which satisfies all concerned. This grievance procedure will ensure that the problem is addressed and that a clear response is provided at each stage of the process. The procedure involves both formal and informal components.

3. Definition of grievance

A grievance is an expression of dissatisfaction made to the School, related to the conduct of School activities, or the resolution process itself, where a response is explicitly or implicitly expected. For the sake of simplicity, the term 'grievance' will be used in the context of this Policy and procedure to refer to grievances, complaints and interpersonal disputes, but does not include matters relating to the safety of a child. If you have a concern about the safety of a child, please refer to the Child Safety Policy.

4. Policy

- 4.1 Where possible, grievances shall be dealt with locally and informally.
- 4.2 Grievances reported (whether formally or informally) to an employee shall be dealt with informally and in confidence wherever possible and appropriate. In addition, it is expected that all parties will approach the issues and individuals in a courteous and solution focused manner.

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- 4.3 Anonymous grievances with no identifiable source will not be considered under this Policy.
 - 4.4 The School shall use this Policy where appropriate, to seek to resolve grievances which fall within the School's area of responsibility. All cases of serious misconduct including but not limited to, sexual offences, criminal charges, or serious incidents will be referred to external authorities.
 - 4.5 The Principal will, following consultation with the Deputy Principal as appropriate, establish a process and assign a pool of persons within the School and externally (using appropriately qualified persons) who have relevant skills and expertise in dispute resolution, as outlined in this document.
 - 4.6 Communication shall be open and honest, focusing on the issue and not the person. This includes listening carefully and respectfully while the person is talking, exercising responsibility and mutual respect (respect by employees for parents' special relationship with their children and respect by parents for employees as professionals). Parents must comply with the Parent Code of Conduct at all times when pursuing a grievance under this Policy.
 - 4.7 When an issue is discussed in the students' presence, it is important that parents and students have confidence that the issue will be resolved confidentially at the School level. Criticisms of the School do not support the child's education as they undermine trust and confidence.
 - 4.8 Constructive feedback helps everyone learn, grow and change for the better. Where both parties agree to seek a positive resolution, positive outcomes are likely to result.
 - 4.9 If the grievance relates to the conduct of the Principal, the matter shall be referred to and handled by the Chair of the School Board.

5. Confidentiality

- 5.1 We are committed to creating a safe environment for all members in our community. The Investigator will maintain confidentiality as far as possible. However, it may be necessary to speak with other persons in order to determine what happened, to afford fairness to those against whom the complaint has been made, and to resolve the complaint. If a complaint is raised and it appears that unlawful conduct had potentially occurred, in order to uphold this policy, the School will need to take appropriate action in relation to the complaint.
- 5.2 All persons aware of the complaint (and/or involved in the informal or formal complaint procedure) must also maintain confidentiality, including the person who lodges the complaint. Spreading rumours or gossip may expose individuals to a defamation claim. Individuals may discuss the complaint with a designated support person or representative. However, the support person or representative must also maintain confidentiality.

<p><i>Date Approved: May 2023</i> <i>Origin: SCS</i> <i>Date for Review: May 2026</i></p>

Appendix A

SUNSHINE CHRISTIAN SCHOOL
'Loving God, Loving Others, Loving Learning'



MEETING RECORD

Re:		DATE:		TIME:	
PARTICIPANTS:		1	2	3.	
4	5	6		7	
NOTES:				<u>STRATEGIES</u>	
				<ol style="list-style-type: none">1. Treat the other person with respect.2. Listen until you experience the other side.3. State your view, needs and feelings – Describe conflict in clear, concrete terms. Address who, what, where, when and why. Describe behaviours, feelings, consequences and desired changes. Start with I.4. Explore alternative solutions – be non-judgemental.5. Agree a solution6. Evaluate over time.	
AGREED ACTIONS:					
•					
FOLLOW-UP:					
•					
SIGNED					