

Updated Nov 2013

Review due 2015



GRIEVANCE AND COMPLAINT MANAGEMENT POLICY – Parents and Students

RATIONALE

Northside Christian College operates according to Christian values and principles for behaviour that recognises the rights and responsibilities of each member of the College community. These values and principles include:

- a. **The intrinsic value / worth of each person** regardless of ethnicity, age, gender or ability.
- b. **The responsibility of each person** to seek to live in peace and harmony with others, in accordance to the code of behaviour and rules that define the College community's expectations.
- c. **The right of each person to procedural fairness** where offense, harassment or any other kind of dispute is a matter of conflict between two persons. Procedural fairness includes the right to a fair hearing, opportunity to express the effect of the offense upon them, the right to a just and appropriate judgement, and the right of appeal where justice is deemed not to have been served, according to the person's perception.
- d. **The responsibility of each person to accept the verdict/decision of the person in authority** (as long as the above principles have been observed) and to seek ongoing restoration of relationship.

STATEMENT OF PURPOSE

The College values positive, peaceful relationships between all its members and visitors very highly. Staff seek to act according to policies and procedures designed to promote positive relationships and full and clear communication. We recognise that from time to time conflict or discord arises between people. This Policy seeks to provide a way for an aggrieved person to lodge a complaint and for such a complaint to be resolved in a timely, respectful way, so that good relationships can be restored and enhanced.

POLICY

1. Any member of the College Community can make a complaint regarding perceived injustice or poor treatment or a failure of the college to adequately act according to its policies and procedures or treat a person with respect and fairness.
2. Forms for making a complaint and noting a grievance can be accessed from either the General Office receptionist or (for students) from the forms rack outside the Student Welfare Officer's room. Parents are advised of this process in the Parents' handbook. Secondary Students are advised in either diaries or in the regular Homegroup and Assembly gatherings

3. Complaints or grievances can also be made verbally to a teacher or Coordinator. However, a written statement is preferred, communicated by either letter or email. A signed statement detailing the complaint provides the best starting point for an effective resolution process.
4. An authorised member of the College will respond initially to a formal complaint within 24 hours, by either phone, email or letter to arrange meeting times and to outline the process for investigation and resolution.
5. Resolution of the complaint will seek to be achieved in a timely, respectful way. Where such resolution is not achieved, the complainant may:
 - 5.1 Appeal the decision and outcomes as communicated to them.
 - 5.2 Decide whether to seek redress through civil or other channels.

6. Appeals Process

If a student or parent is dissatisfied with the resolution of a complaint, they are able to make an appeal to the Principal in writing. You will receive acknowledgement of your complaint within 24 hours and a meeting time will be set to discuss the matter further. The Principal will take no more than 3 working days to investigate and reach a resolution to an appeal. When a decision is made, a meeting will be held to communicate that decision to the complainant. If the complaint is against the Principal, the appeal should be made to the Chairman of the College Board in writing.

Northside Christian College is committed to resolving issues and will take an appeal seriously. The College ensures that an appeal is dealt with in a clear, prompt, confidential and fair manner. Students or parents requiring assistance in making an appeal are able to contact the Student Welfare Officer in writing by filling in a grievance form available from the brochure rack outside the Student Welfare Officer's office or verbally in a meeting.