

Carinya Christian School

GRIEVANCE POLICY

RATIONALE

Parents need formal processes available to enable them to respond with confidence to decisions made by employees of the school which are perceived to have an actual or anticipated, undeserved impact on either parents or students.

The matters encompassed by the policy include both academic and administrative decisions.

Basic Framework:

- a. Parents are encouraged to formally voice concerns, or appeal decisions by the school which they perceive as having an adverse impact on their children or on themselves. These would normally, but not exclusively, be of a substantial nature such as suspension, expulsion or withdrawal from major school activities. In administrative matters such decisions might involve disputes over fees payable, inappropriate or unfair comments made by staff etc.
- b. Procedural fairness is an essential component of the process.
- c. The board of the school will be the final arbiter in all matters of school business.
- d. Anonymous complaints are not regarded as legitimate expressions of grievance.
- e. Trivial matters may be disregarded at the discretion of the Principal.
- f. This policy is not to replace the normal processes of parents, teachers and students working together to resolve general issues or concerns at a classroom level.
- g. The policy is appropriate when a decision has been made which parents perceive has had or will have, an adverse, undeserved impact on their child.
- h. Students will ordinarily pursue a formal grievance process in conjunction with their parents or guardians.
- i. In the day-to-day life of the school students are free to approach their class teacher, core teacher or Head of School in regard to matters which may arise during the day. The procedures in place in the Grievance Policy do not replace that freedom.

Procedures:

- a. **The initial presentation of the grievance must be in writing to the Principal.** If parents or guardians feel that a decision has been taken which has had an adverse, undeserved impact on their child or on them, they should write directly to the principal, clearly setting out their reasons why the relevant decision should be reconsidered.
- b. **Parents are welcome to meet with the Principal.** Parents are welcome to meet with the principal and other relevant members of staff, subsequent to the principal receiving a written description of their grievance. Parents may wish to have a support person present in order to ensure that their concerns are properly heard and understood and that procedural fairness is observed.

- c. **The Principal or his delegate will conduct a review of the decision in a timely manner.** Ordinarily the Principal will delegate the formal response to the grievance to the relevant Head of School or administrative officer. The review must be completed in a timely way with a view to the proper management of the school and the wellbeing of the parents and/or children involved.
- d. **The Principal's delegate will evaluate the information and documentation on which the original decision was based.**
- e. **The Principal's delegate will determine if it is necessary to consult students, parents or staff members further for more information.**
- f. **The Principal's delegate will write a report and recommendation to the principal, who will convey the outcome of the review to the parents.**
- g. **Parents are welcome to meet personally with the principal's delegate, or the principal, if they are dissatisfied with the decision or the process.** If still dissatisfied parents may then appeal directly to the school board by writing to the Chairman of the board, setting out their reasons for dissatisfaction.
- h. **The Chairman of the board will bring the parent's concerns to the whole board.** The board will seek advice from the principal and any decision subsequently made will be regarded as final, notwithstanding the right of parents to seek further legal redress.