



GRIEVANCE / COMPLAINTS

POLICY

Rationale:

- Our school has both a desire and a responsibility to ensure that high standards of conduct are maintained by staff and students at all times, and that grievances are managed and resolved fairly, efficiently and promptly.

Aim:

- To provide a harmonious, positive and productive school environment.

Implementation:

- **Step 1** : Talk to the other person involved in the complaint

An example might be a grievance between a parent and a teacher. The first step is for the parent to speak to the teacher privately (or parent to parent or teacher to teacher, etc.). In the case of a student/teacher complaint, it would be most appropriate for the child's parents to be involved on his/her behalf.

- **Step 2:** Take someone else with you

If the person has still not listened in step 1, then take along another person. This could be another parent, another staff member or the Principal. This will be a three-way conversation to air the grievance. If step 3 is to eventuate, then the Principal must be involved. Note : Step 1 must be completed first.

- **Step 3** : Take it to the Management Committee

In the context of the school, the next step is to take the grievance to the Management Committee. This might be a letter of complaint but the Committee will probably require that both parties meet with them and present the grievance. The Principal or Management Committee will refer the matter back to the person making the complaint if the first two steps have not been carried out. However, there are possible circumstances where a matter is so serious or urgent that steps 1 and 2 could be bypassed.

Notes :

1. Step 1 not only requires a person to first talk to the other person he/she has a complaint against, it also strongly implies that the person should listen.
2. it is fairly normal that people from time to time will have disagreements and conflict with one another. Conflict can be destructive or creative depending on how we handle it. It may sometimes be helpful to try and reach an understanding of another person's point of view.
3. Some of the destructive ways are to spread gossip and slander about the other person. Another destructive way is to do nothing and this often leaves a festering wound which eventually erupts.
4. A conflict between the different members of our school community that is not managed affects the whole community