



# Grievance Resolution Policy and Procedure

## 1. Purpose

Members of staff, students, parents and guardians and the general Community who have a school related grievance must have access to a process that allows them to discuss the grievance and work towards a satisfactory outcome.

All members or stakeholders of the school need to be informed of the grievance process and understand how it operates. The grievance procedure is published on the school website to facilitate access to this policy.

## 2. Scope

This policy applies to staff members, students, parents and guardians and the general Community who are involved with the school.

## 3. Policy Statement

The best educational outcomes can be achieved in a school where all stakeholders' relationship are operating effectively. High standards of conduct and behaviour need to be maintained by all stakeholders of the school. Issues, complaints and grievance management procedures must be in place and be effective and communicated to all stakeholders to ensure any issues, complaints or grievances that arise within and amongst stakeholders can be resolved.

## 4. Roles and Responsibilities

### a. Administration Offices on Campuses

The Administration assistant at each Campus can assist parents, staff, members of the community and other stakeholders to access the appropriate person to deal with their initial complaint or concern. (Please note: flow charts drawn from "Key Contacts for Parents" document have been included later in this policy as a self-help guide for parents).

### b. The Central Administration Office (CAO)

The CAO receives, assesses and passes on to the appropriate party grievances to manage and resolve once they have become formal matters.

### c. Campus Site Coordinators (CSC) & CA Team

CSCs and CA's will often be the first point of contact for matters of concern. They will refer grievances to the appropriate parties and inform the Principal Team.

### d. Principal Team

The Principal Team responds to grievances and attempt to effectively manage and resolve them.

### e. Directors

Directors are the alternate point of Grievance resolution and are the ultimate decision makers in the school.

**f. External Dispute resolution**

All members of the School community and staff are reminded that they are welcome to obtain external assistance with any grievance and to pursue external dispute resolution mechanisms at any point.

**Definitions****a. The Central Administration Office (CAO)**

The Central Administration Office is the office for the Principal Team, Management Team and the Board of Oakwood Education. The Executive Assistant maintains the effective connection between these parties. The CAO has responsibility for the management of all records in relation to the school.

**b. Principal Team**

The Principal Team consists of the Principal and the Deputy Principal & Head of Education.

**c. Complaint**

A complaint is a problem or concern raised by staff, students, parents and guardians or the general Community who considers they have been wronged because of an action, decision or omission within the control or responsibility of the school.

The subject of a complaint is normally an action, decision or omission within the control or responsibility of the school that causes a person to feel they have been wronged.

**d. Grievance**

A real or imagined wrong or other cause for complaint or protest, especially perceived unfair treatment.

An official statement of a complaint over something believed to be wrong or unfair.

**5. Principles**

The following procedures are designed to assist in the resolution of staff, student, parent and carers and Community member's grievances. When you make a time to speak with someone about a grievance, it is a good idea to inform them in advance of the issue so that they are better able to provide information at the time of your meeting. If at any stage of these procedures you would like to have another person present, please arrange this when you negotiate your meeting time.

**6. Procedures****a. Initial actions where an issue arises**

In the first instance, the School requests that there is an attempt to informally resolve the issue. If this is unsatisfactory or does not result in a resolution of the matter, the School's internal formal complaints handling procedure will be followed. The process of this grievance procedure is confidential and any complaints are a matter between the parties concerned and those directly involved in the complaints handling process. The first point of call where issues or complaints arise are:

- For Community Members – The Deputy Principal &/or CA Team.
- For Teaching Staff – fellow staff member &/or their supervisor
- For Students – Parents &/or class teacher &/or mentor teacher
- For Parents – relevant staff member through Admin Assistant (if needed)

b. Responding to the Grievance

The person nominated to oversee the grievance will discuss the grievance with the person who lodged the grievance within 3 working days.

c. Documentation

The person nominated will document the grievance, all contact with the staff member, students, parents and guardians and the general Community member and any other involved parties and the resolution plan. Record kept of all discussions and meetings will be kept on CAO files and retained for 2 years.

d. Resolution Plan

A plan of action will be developed to resolve the grievance in a timely manner. Mediation may be offered at any time during the process if this is seen as a possible way to reach a satisfactory conclusion.

e. Further steps if the issue is not resolved

If the resolution plan isn't successful there will be further discussion with the person who lodged the grievance and any other involved parties until the matter reaches a satisfactory resolution.

It may be the case that an outside mediator will need to be appointed to assist resolution of the issue through mutually acceptable conciliation procedures.

f. Further steps after this process

If a resolution can't be reached it is recognised that the aggrieved party has recourse to legal processes for resolution of the issue at any point.

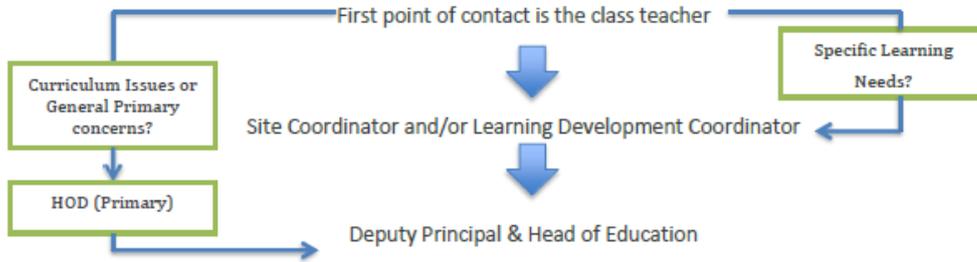
g. See following flowcharts:

1. Parent Grievance Procedure
2. Student Grievance Procedure
3. Community Member Grievance Procedure
4. Staff Member Grievance Procedure
5. What Happens If A Parent Causes A Concern?

The following flowcharts and guidance are provided to assist parents in accessing the most helpful pathway for a resolution of academic/social issues within the School.

Who then should a parent contact about what? How? When?

**PRIMARY STUDENTS:**



**How?**

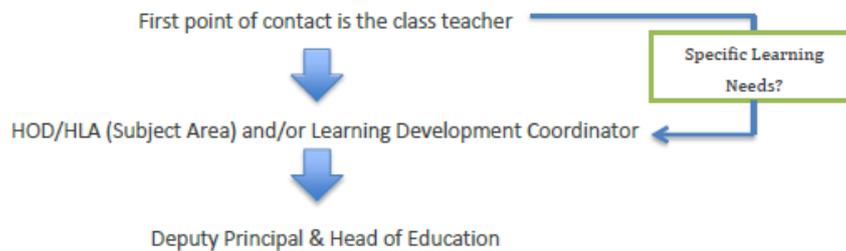
- Please call the relevant Campus Administration and ask to speak to the Teacher/Leader
- Write a brief note in the Student Planner addressed to the Teacher/Leader
- Email the relevant Teacher/Leader

**When?**

- As soon as possible following the discovery of a need/concern. We guarantee to respond within 2 working days to set up a phone or face to face appointment.

**SECONDARY STUDENTS:**

**1. Classroom behaviour/homework/subject concerns**



**2. General curriculum/social/health/personal issues**

First point of contact is the Site Coordinator &/or Campus Administrator\*



*\*NOTE: depending on the issues involved, the SC/CA/DP or Principal may refer the matter on to specific staff members to resolve but will keep parents informed as to this and will expect to be kept informed by all involved until resolved.*

**Please bear in mind that TCE specific matters should be brought to the attention of the Class Teacher and/or the TASC Liaison Officer. If TASC needs to be contacted the class teacher will request the TASC Liaison Officer's assistance. TASC requires ALL communications with that body to be conducted on behalf of ALL parts of the School Community (Teachers, Students and Parents) by the TASC Liaison Officer. Please do NOT contact TASC direct.**

#### **How?**

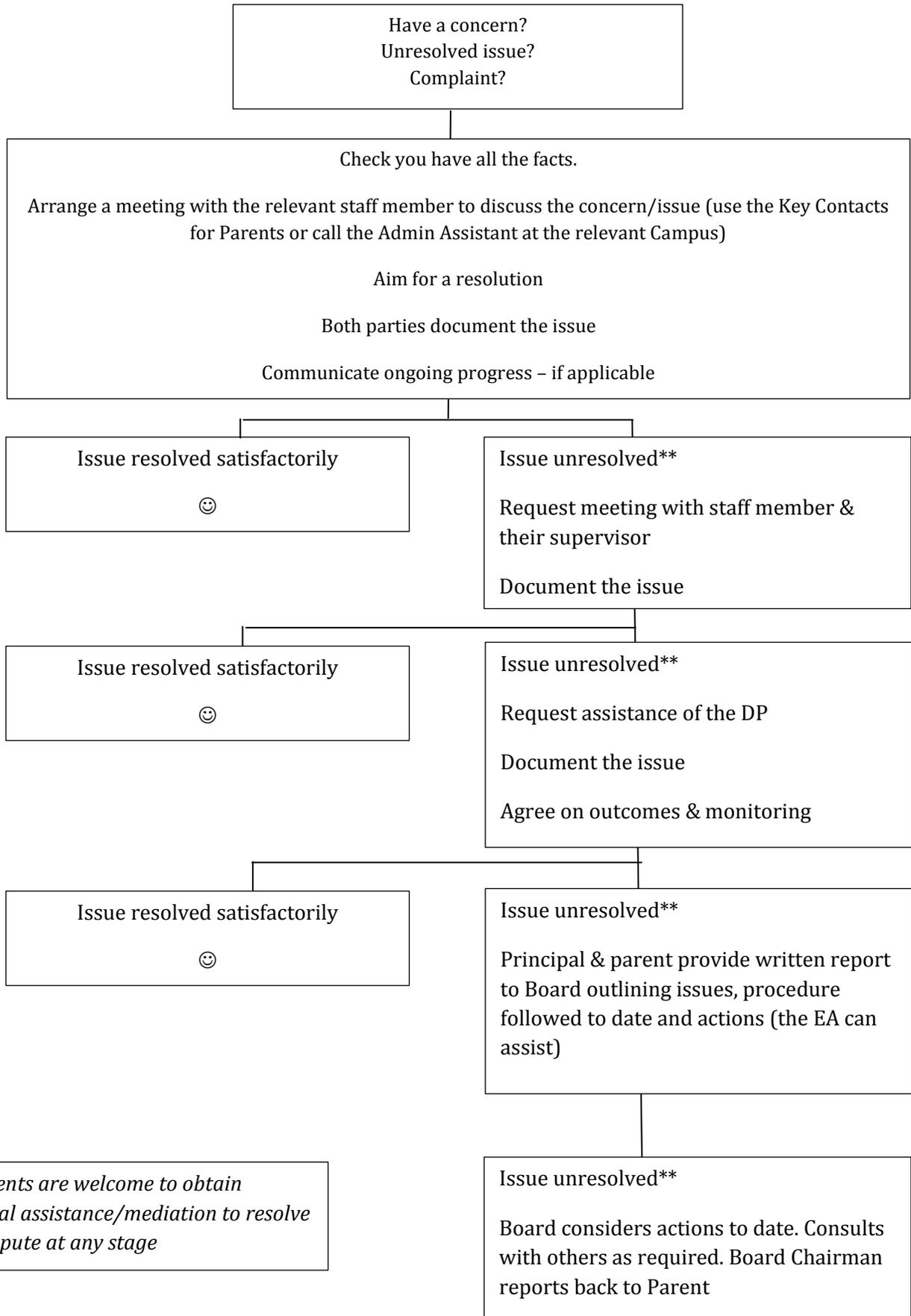
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#### **When?**

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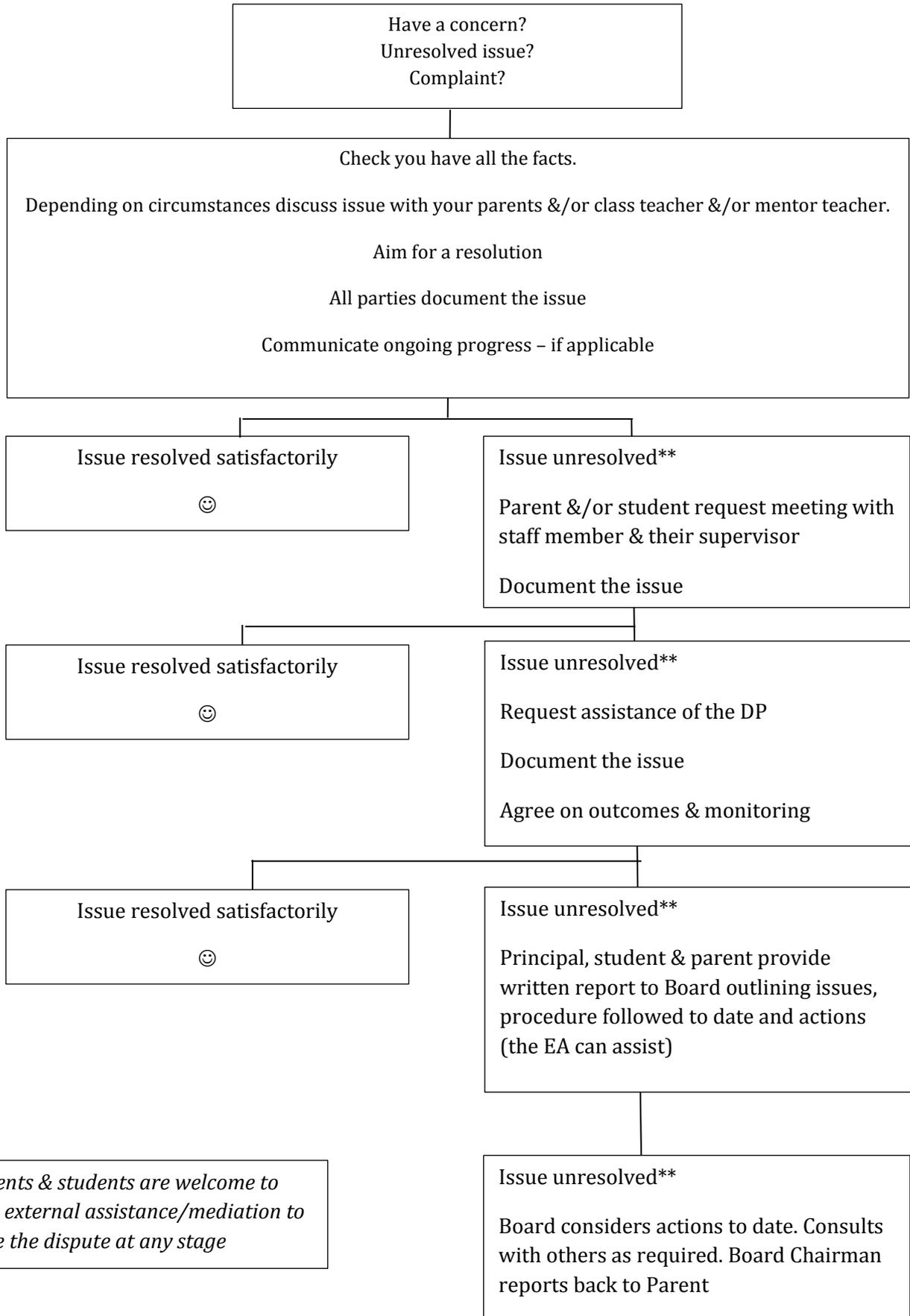
Parents may also, of course, contact one of the **Campus Administrators for the campus that their child attends** in regard to Community sensitive matters (*or you may prefer to go to the Lead CA – Mr. Ben Tchappat and have him refer you on to the most suitable person*). It is expected that where information arising from such contact is important to the child's progress in the School that the CA will confidentially discuss the matter with the relevant Site Coordinator and/or Deputy Principal and/or Principal for further action/advice. Parents should not assume that this communication **will** take place as it is a judgment call for each CA on each matter. If a parent intends for the School to be informed it is best to take the matter to the Site Coordinator or direct to the Deputy Principal.

**1. Flow Chart of Parent Grievance Resolution Process**



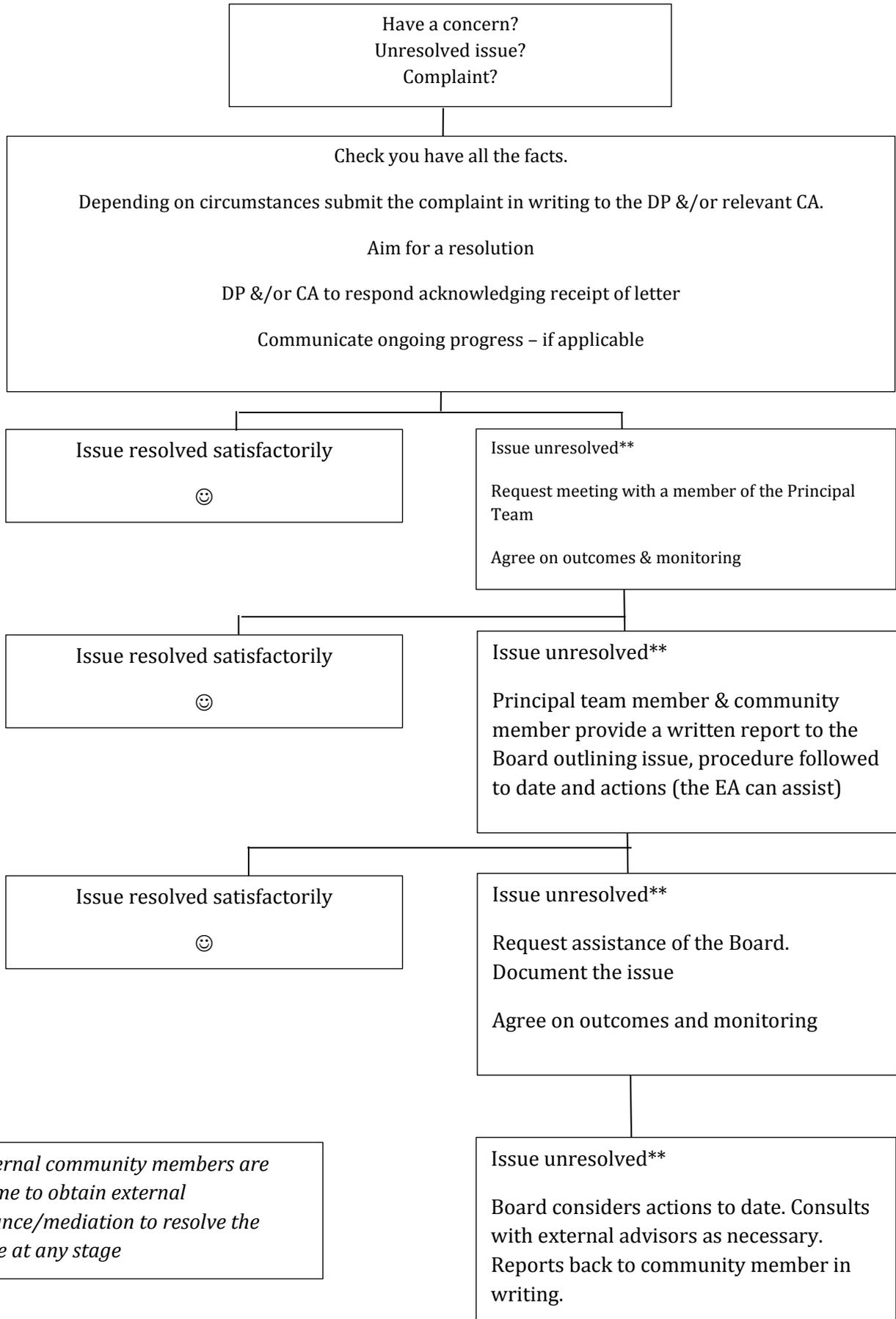
*\*\* Parents are welcome to obtain external assistance/mediation to resolve the dispute at any stage*

**2. Flow Chart of Student Grievance Resolution Process**



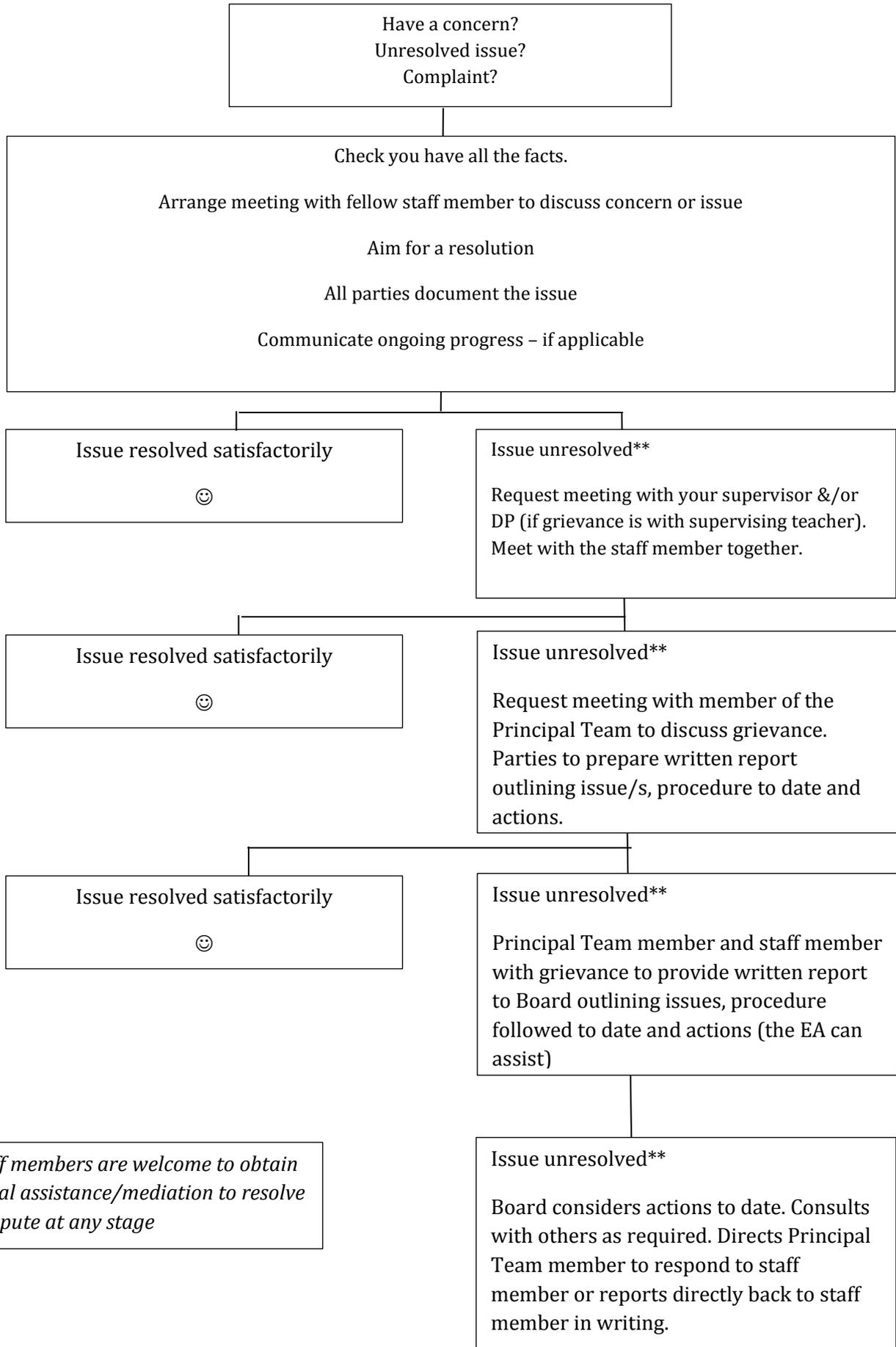
*\*\* Parents & students are welcome to obtain external assistance/mediation to resolve the dispute at any stage*

**3. Flow Chart of Community Member Grievance Resolution Process**



*\*\* External community members are welcome to obtain external assistance/mediation to resolve the dispute at any stage*

**4. Flow Chart of Staff Grievance Resolution Process**



**\*\* Staff members are welcome to obtain external assistance/mediation to resolve the dispute at any stage**

### 5. What will happen if a Parent Causes a Concern?

Conversation with a staff member is considered to be threatening, offensive, abusive or inappropriate. Staff member terminates conversation.

Staff member documents conversation on a record of conversation template (as per usual protocol) and urgently forwards to the relevant Campus Site Coordinator & the DP.



At the DP's discretion, the parent is contacted either by phone or by letter regarding the incident of concern. The parent is reminded of the School's grievance policy and of the School's commitment to ensuring a safe workplace for all employees.

### 7. Authorisation and Version Control

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|---------------------------|----------------------------|
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| Procedure Date Approved:  | 28/10/2016                 |

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