

POLICY: GRIEVANCE PROCEDURE (STUDENTS, PARENTS AND STAFF)

General

1. Any member of the school community is entitled to raise a legitimate grievance concerning the behaviour of any other member of the school community.
2. As a principle grievances should first be raised by the aggrieved party with the person responsible for the grievance arising in the first place. It is noted that this may not always be possible and a matter may have to be urgently referred to school management for action.
3. In dealing with any grievance the rights of all parties will be respected:
 - 3.1. Aggrieved parties will not be victimised in any way for raising a grievance.
 - 3.2. Individuals against whom grievances have been lodged will have the right to reply and to explain any alleged unacceptable behaviours and attitudes in a fair and unbiased process managed by management.

Grievance by students

4. Grievance by more than one student:
 - 4.1. The grievance may concern any aspect of school life (teaching, coaching, catering, boarding, maintenance, transport, sporting and other activities, etc.).
 - 4.2. If it involves a member of staff, the aggrieved students should first raise the issue with the teacher concerned. They may request the SRC to assist them in raising the matter with the relevant staff member.
 - 4.3. If the grievance remains unresolved the aggrieved students must refer the matter to the SRC, who will then bring it to the attention of the CMG.
 - 4.4. Management will attempt to resolve the grievance to the satisfaction of all parties concerned.
5. Grievance by a single student:
 - 5.1. This concerns a grievance involving the professional behaviour of a member of staff.
 - 5.2. If possible the aggrieved student should first raise the issue with the teacher concerned. They may request the SRC to assist them in raising the matter with the relevant staff member.
 - 5.3. If the grievance remains unresolved the aggrieved student must bring it to the attention of school management, using the Grievance Form below.
 - 5.4. The aggrieved student may request a friend or member of the SRC to assist them in the matter.
 - 5.5. Management will attempt to resolve the grievance to the satisfaction of all parties concerned.

Grievance by parents

6. Should communication have broken down, and the amicable resolution of a complainant's grievance no longer is possible, the following formal procedure is recommended for complainant's to follow.

7. Complete the grievance form in order to facilitate further action on the part of the school.
8. Submit the document to the party concerned and to the Principal as soon as possible after the issue giving rise to the grievance.
9. Make yourself available for an enquiry into the complaint, or a meeting with a member of the management of the school or the Principal.

Grievance by Staff

10. A separate process for a grievance by a staff member is in place, as this is governed by employment law.

Approved by CMG: 2015-11-23

GRIEVANCE FORM

Please note that it is the sincere intention of the management of the school to take all grievances seriously, to investigate them fully and to resolve them as quickly as possible in the interests of all involved. To that end, the school would like to appeal to the party (student or parent) submitting the grievance to be realistic in their expectations in terms of how the grievance could be resolved.

Name (and year, if a student) of complainant:	
The Grievance. (Define the grievance (in specific terms) – try to restrict your comments to the issues involved. Detail the incident/s relating to the grievance (specify the names of staff/students involved in the incidents, and the dates of specific incidents, if such incidents leading up to the grievance spanned a period of time). Detail any previous actions taken by you to resolve the problems leading up to the grievance – name any members of staff you may have approached and the time-frame when this happened.)	
Previous action by the school. (Detail any action taken by the school or its representatives to resolve the problem – include examples of where you feel no / unsatisfactory action was taken by the school to resolve the issues leading up to the grievance.)	
Your request. (Detail your suggestions on how you would wish the grievance to be resolved i.e. the specific actions you would like to see taken.)	
Signature(s) of Complainant (s):	Date: