

## **Complaints and Grievance Resolution Policy – Parents/Students**

Tambelin Independent School strives to provide a positive, constructive, open and inclusive school environment for students, teachers and parents. Parents and students can raise their concerns in a fair and unbiased environment.

*It is important to resolve any concern, complaint or grievance that a student or parent may have about any aspect of the school, regardless of size, promptly in a communicative and confidential setting.*

The school endeavours to achieve outcomes for students and parents in a fair and impartial manner, based on the following step by step process with clear and transparent guidelines.

The School has in place the following procedures to deal with complaints and grievances of a general nature that may be held by parents and/or students.

### **Grievance Resolution Procedure for Parents/Students:**

**Level 1:** The complaint or grievance must initially be dealt with as close to its source as possible. Any complaint or grievance that a child or parent may have, where possible, should be settled by discussion at its source between the parties involved as soon as possible. Should it be inappropriate for a particular staff member to be approached, then the parent/student should see the principal (or School Executive Committee if it involves the school Principal)

1. Parents/Students are encouraged to commence this process as soon as possible for a satisfactory outcome to be achieved for both parties.
2. Parent/Student makes a time to raise the complaint or grievance. This can be done verbally, via school email, text message to the school mobile phone or in writing to the school.
3. A formal meeting is then arranged to discuss the issue in detail. The time of this meeting is arranged to suit both parties and to ensure confidentiality. This meeting should take place within a week of complaint being raised. Minutes will be taken during the meeting. The purpose of this meeting is to discuss the best outcome possible for both parties, aiming to resolve the complaint.
4. An investigation process may follow this meeting to gather evidence related to the complaint if required (ie. complaint not resolved in step 3).
5. The investigation procedure will adhere to natural justice principals and ensure fairness for all concerned.
6. If further investigation is required the parent/student will be contacted for a follow up meeting with the aim to resolve the complaint or grievance.

**Level 2:** Every Opportunity should be given to resolving the complaint or grievance at Level 1 before the matter proceeds to Level 2. If the matter is not resolved at level 1 the the parent or student may raise the matter with the Principal.

7. The Principal or senior staff member (impartial person) will carry out the investigation
8. The parent/student will be given opportunity to discuss any issues with the Principal and possible resolutions.
9. The staff member will be given the opportunity to respond.
10. If there is a dispute over facts, statements from witness and other relevant evidence will be gathered by the Principal.
11. Principal will aim to respond to the parent/students complaints and grievance in a fair and prompt manner.



12. The Principal will aim to resolve the parent / student complaint or grievance in a fair and unbiased manner.

**Level 3:**

If the parent/student do not agree with the outcome of Level 2 or the matter involves the School Principal

1. The parent/student raise the complaint or grievance in writing addressed to the Tambelin School Executive Committee.
2. Tambelin School Executive Committee nominate three members to attend the meeting with all parties involved.
3. Reports/meeting minutes from level 1 & 2 will be reviewed by the three nominated Tambelin Executive Committee members.
4. The above mentioned three members from the committee will attend a meeting with all parties involved with the intention of resolving the complaint or grievance.
13. All parties at the meeting will be permitted to have a support person accompany them to the meeting or interview. Meeting minutes taken.
14. The Executive Committee, (Principal or senior staff member) will outline steps involved to assist the individuals to return to a working relationship.
15. Recommendations could include
  - counselling
  - disciplinary action
  - formal apology
  - official warning that is noted on the staff member's file