



Appendix 3

Grievance Policy

(v.24/4/13)

Vision

Delivering quality education to grow courageous and compassionate global citizens with truth and wisdom in Christ.

Rationale

The purpose of the School's Grievance Policy is to provide a student, parent/carer, community member or staff member with the opportunity to access procedures to facilitate the resolution of a dispute or complaint. These internal procedures are a conciliatory and non-legal process.

The School is a ministry of Medowie Baptist Community Church and operates within that framework as a Christian community. In order to operate effectively as a community it is important that all members of the community including parents, staff and students, understand the basis on which the community operates. As a ministry of the church the principles upon which the school operates must be grounded in Biblical truth. The policy set out below is based upon the Biblical principles. The policy should also be understood and implemented within the context of the love for one another that should characterise a Christian community (John 13:34-35)

A great deal of formal and informal communication occurs within the School community and it is not the intention of the School to restrict the relationships that are an important part of the life of the School. In order to minimise the potential for harm to the School and the members of the School community, the principles set out in Matthew 18 should be followed, not in a legalistic way but as a model given by Christ Himself for us to follow.

- 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.
- Grievances brought by a student against another student will be dealt with under the School's Care Management Policy, Safe Schools Policies and the Code of Conduct
- For conditions which apply to handling of a complaint or appeal arising from the Schools' suspension or expulsion, please see the Guidelines for Suspension and Expulsion/Withdrawal Policy.

Policy

The School will seek to address and resolve relevant School-related grievances, complaints and appeals by students and parents in a gracious, God-honouring and timely manner.

Principles

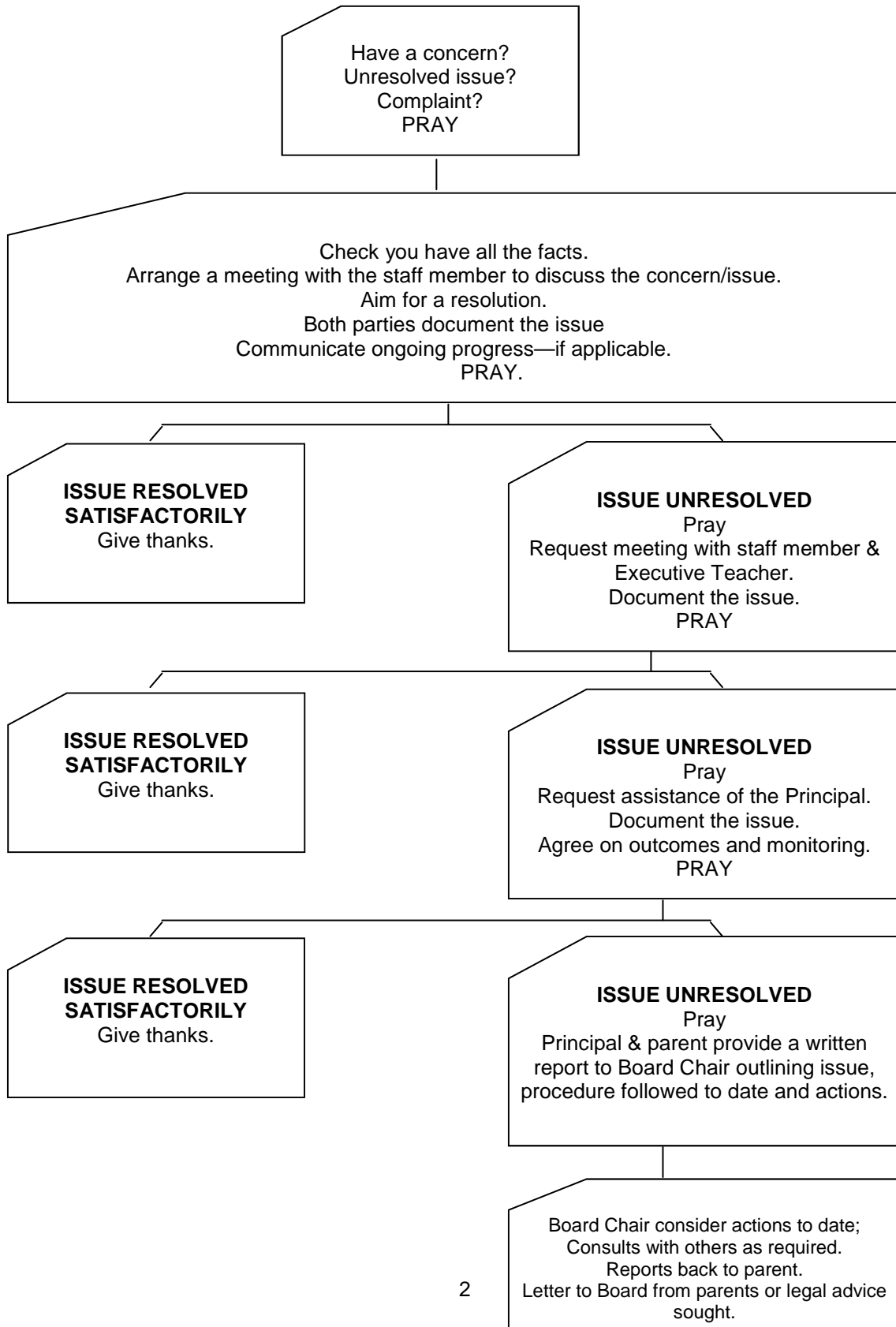
- Grievances should be treated seriously and sensitively, having due regard to procedural fairness, confidentiality and privacy
- Grievance should be handled without delay and directly with the people involved. For these reasons persons with concerns should raise them as early as possible
- Wherever possible, grievances should be resolved by a process of discussion, co-operation and conciliation. The aim is to reach an acceptable outcome which restores and maintains good relationships
- Support should be provided to the person bringing the grievance and the person against whom the grievance is made
- No person should be victimised because they raise a complaint or are associated with a grievance
- Frivolous or malicious grievances should not be instigated. All parties are expected to participate in the grievance procedure in good faith.
- This policy should be read in conjunction with the Staff Handbook and other relevant policies.



Procedures (see following)

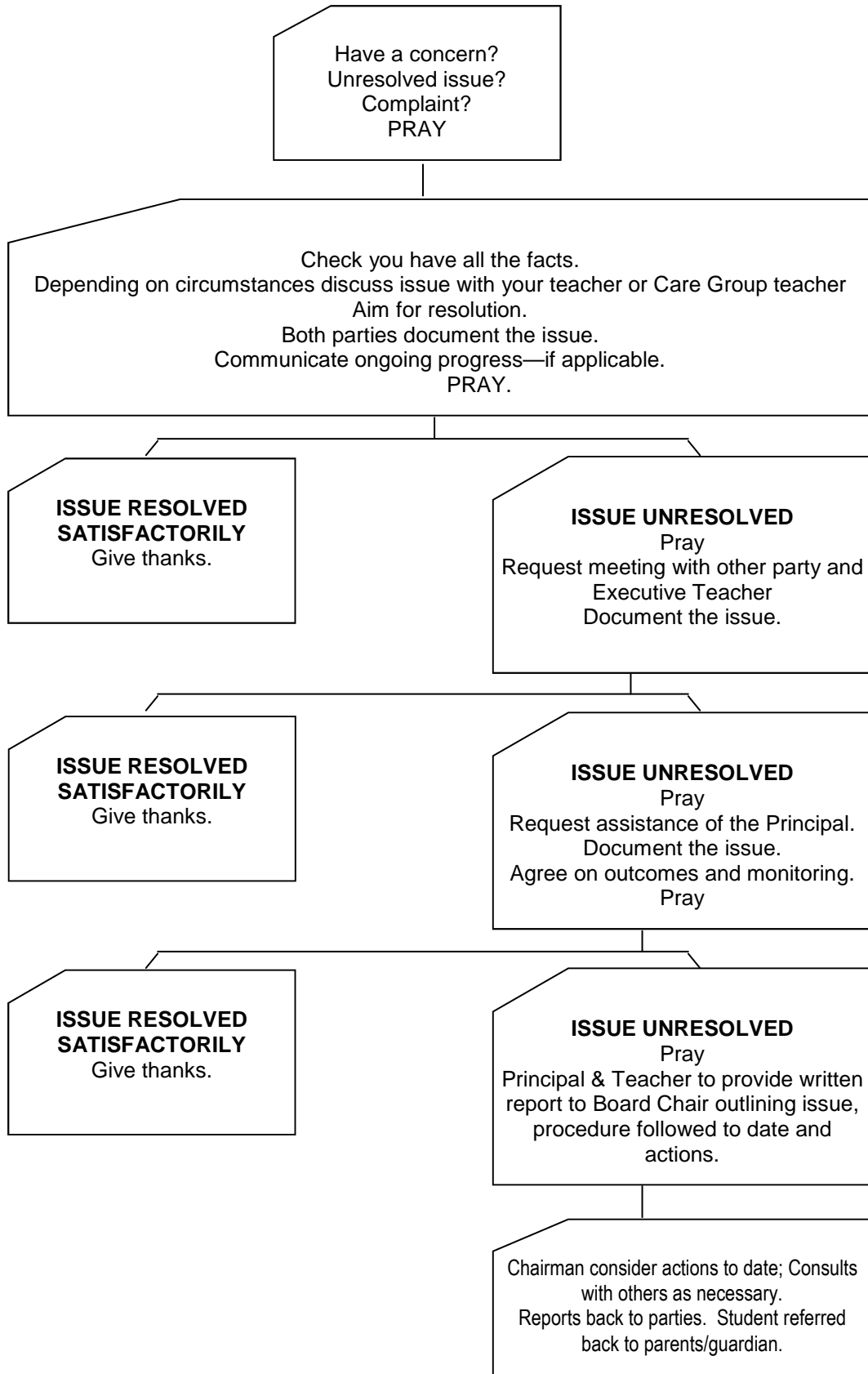
1. Parent Grievance Procedure
2. Student Grievance Procedure
3. Community Member Grievance Procedure
4. Staff Member Grievance Procedure
5. What Happens If A Parent Causes A Concern?

1. PARENT GRIEVANCE PROCEDURE



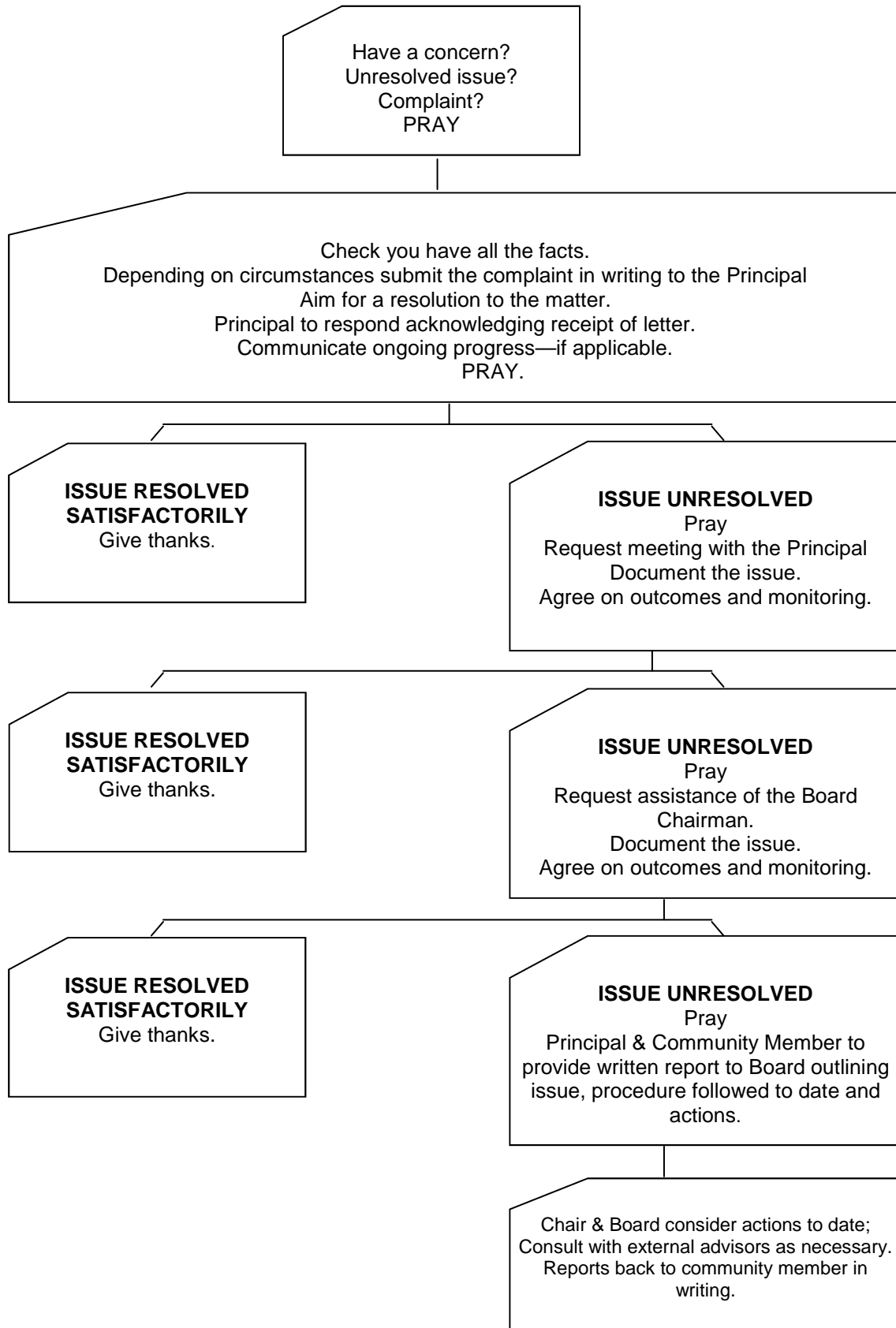


2. STUDENT GRIEVANCE PROCEDURE



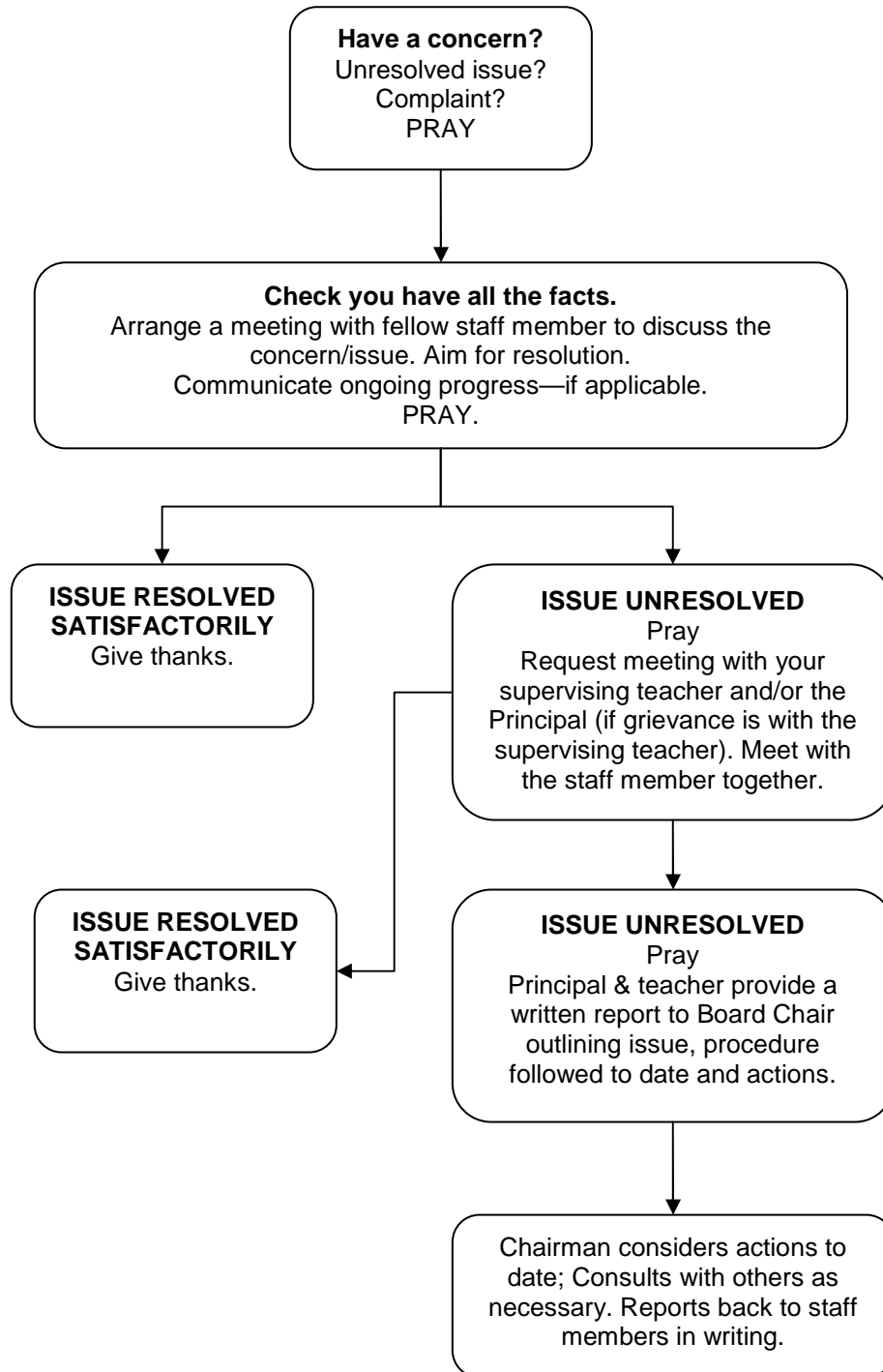


3. COMMUNITY MEMBER GRIEVANCE PROCEDURE





4. STAFF GRIEVANCE PROCEDURE





5. What Will Happen if A Parent Causes a Concern?

