



PROCESS FOR RESOLVING FORMAL COMPLAINTS AGAINST THE PRINCIPAL

Relevant to:	All parents, School Staff
Developed by:	Business Manager, Principal, College Executive
Date of Introduction:	July 2015 (as Grievance Policy and Procedures)
Date of Most Recent Review:	2023
Date for Review:	As required
Approved:	School Board
Related Documents:	WHS, Behaviour Management, Anti-Bullying, Current Fee Schedule

PURPOSE

To ensure that complaints can be resolved as per the Complaints Management Policy and Procedure where the person who is the subject of a complaint is the Principal.

The focus throughout this policy is to meet Tamar Valley Steiner School's public commitment to safety and well-being of all children and young people and to meeting the standards of the National Principles for child safety. This will be the primary focus of our care and decision-making, with particular attention paid to the cultural safety of Aboriginal and Torres Strait Islander children and children from culturally and/or linguistically diverse backgrounds, as well as the safety of children with a disability and vulnerable children.

Action prior to lodging a formal grievance against the Principal

The complainant must follow the complaints policy and procedure including Parent and Community Issues Resolution Process in the first instance.

If the complainant is not satisfied with the outcome of informal and direct attempts to resolve the issue or they feel that the issue cannot be resolved without further assistance, they should proceed to the formal grievance procedure.

Lodging a Formal Grievance

A formal grievance should be lodged if a party has an honest belief, based on reasonable grounds, that they or their children, have been adversely affected by a decision or action and that decision or action was unfair and unreasonable.

1. To lodge a formal grievance parties must write to or phone or make an appointment with the Board Chair. The written grievance should contain information regarding:
 - The nature of the concern
 - The grounds for the belief of unfair or unreasonable treatment
 - What would resolve the grievance from the aggrieved parties point of view

2. The Chair will promptly acknowledge the receipt of the grievance within 48 hours of receipt by the school office.
3. Where insufficient information regarding the above items is not clear in the written grievance, the Board Chair may seek further detail.
4. The Chair will take further steps to enable resolution to be reached. They will promptly initiate appropriate action possibly including, but not limited to:
 - a. Making enquiries
 - b. Informing all other involved persons or parties that a grievance has been lodged
 - c. Reviewing reasons for the action or decision central to the grievance
 - d. Referring the grievance to an appropriate person
 - e. Conducting an investigation
 - f. Arranging mediation
5. The Chair will contact the complainant to inform them of the action taken. If the complainant chooses to meet with the Chair, a report will be written with her/his help and signed by the aggrieved.
6. The Chair will ensure that:
 - a. Any investigation done will be done in a thorough, fair and impartial manner
 - b. All parties to the grievance have an opportunity to be heard and an opportunity to present all aspects of the grievance.
 - c. Comprehensive written records are kept of the process and the outcomes including: the original grievance lodged, record of any response made, records of all action taken, details of any investigation including the methods used and the findings and outcomes.
 - d. The complainant suffers no reprisal from any person employed by or in the service of the school for lodging a grievance.
7. The Chair will inform the staff members involved (if applicable) of their right to seek support from a Colleague or a Union Representative.
8. The Chair will inform the complainant of their right to be supported by any other parent, staff member or person of their choice.
9. Each party is entitled to only one support person at conflict resolution meetings. Chairs will not meet with large groups of people during the resolution process, unless the Chair feels comfortable and consents to do so.
10. The content of a grievance is kept confidential by all parties involved in the grievance or the resolution process. Any person with direct or indirect knowledge of the grievance may not discuss the matter with any other persons without formal permission.
11. A resolution should be reached within 30 days of the lodgment of the grievance. If this has not been achieved the Chair shall contact the complainant in writing describing why a resolution has not been reached and the action that is to be taken to reach a resolution and the expected time frame for the matter to be resolved.
12. Records of all grievances are held by Administration in a central, secure register.
13. If the complainant believes that due process has not been followed in a fair, unbiased and expeditious manner, then they have the right to lodge a further grievance with the School Board.

14. If the complainant believes that due process has still not been followed in a fair, unbiased and expeditious manner, then they have the right to ultimate recourse to resolution through legal processes.

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