



GRIEVANCE POLICY

for Parents and Guardians

Overview

St Philip's College (the College) recognises that there may be occasions when a parent or guardian has a grievance or a complaint about the College. This policy outlines the procedures by which complaints can be made and addressed.

For the purpose of the policy, a complaint is an expression of dissatisfaction with any aspect of the service provided, or not provided, by the College.

The College will not deal with anonymous complaints (except for those concerning child protection matters) and therefore these procedures do not provide for a resolution of anonymous complaints.

In the course of dealing with a complaint, the College will:

- Be fair and impartial to the parties involved
- Observe the principles of natural justice and procedural fairness
- Deal with the complaint in a timely manner
- Maintain confidentiality of the person making the complaint and the person complained about, save and except for the requirements of dealing with the complaint
- Where a member of staff is the subject of a complaint, advise the member of staff of its substance, and:
 - Provide an opportunity for the member of staff to respond, including time for her/him to seek advice
 - Advise the member of staff of the proposed response to the parent
- Advise the parent or guardian of the outcome of the complaint

Procedures for dealing with complaints are designed to be:

- Easily accessible. Accordingly, a copy of the procedures will be placed on the College's website or available on request from the College
- Simple to understand and use
- Impartial

- Non-adversarial

A complaint to the College should:

- Occur in a timely manner
- Be initiated respectfully and courteously
- Contain sufficient detail to ensure it can be dealt with adequately

A person making a complaint may be accompanied by another person at any time during meetings about the complaint.

Making a complaint about a member of staff

Step 1

In the first instance, a complaint should be raised verbally with the member of staff concerned so that he/she may have an opportunity to address the issue(s).

Step 2

If, for whatever reason this is not possible, the complaint should be directed to the relevant Deputy Principal. A meeting can be organised by contacting the Deputy Principal's shared Personal Assistant.

Prior to such meeting, the parent or guardian must, in writing, provide:

- A brief outline of the complaint or grievance
- Outline why they believe the decision of the member of staff at first instance is unsatisfactory
- Specify what is being sought in terms of a resolution

The Deputy Principal will advise the parent or guardian of his/her decision in writing within 14 days of the meeting.

Step 3

If the complaint has not been resolved then a meeting can be organised with the Principal by contacting the Principal's Personal Assistant.

Prior to such a meeting, the parent or guardian must, in writing, provide:

- A brief outline of the complaint or grievance
- Outline why they believe the decision of the member of staff at first instance is unsatisfactory

- Specify what is being sought in terms of a resolution

The Principal will advise the parent or guardian of his/her decision in writing within 14 days of the meeting.

Step 4

If the parent or guardian remains dissatisfied, they may, in writing, request that the Chair of the College Board be advised of all relevant matters, including being provided with all relevant documentation. The Chair may seek to resolve the complaint by meeting with the parent or guardian.

The Chair will confirm the resolution in writing within 14 days from the date of the resolution

Making a complaint about the Principal

Step 1

In the first instance, a complaint should be raised verbally with the Principal so that he/she may have an opportunity to address the issue(s).

Step 2

If the complaint remains unresolved, the parent or guardian may request that a meeting with the Chair of the College Board and the Principal be convened.

Prior to such a meeting, the parent or guardian must, in writing, provide:

- A brief outline of the complaint or grievance
- Outline why they believe the response of the Principal at first instance is unsatisfactory
- Specify what is being sought in terms of a resolution

The Chair will advise the parent or guardian of his/her decision in writing within 14 days of the meeting.

Recordkeeping

The College shall maintain a record of all correspondence and conversations in relation to and arising from meetings about the complaint.