



STUDENT GRIEVANCE POLICY AND PROCEDURES

CONTEXT

Sacred Heart College is committed to resolving all grievances through effective, fair and impartial procedures. While members of staff are professional educators, whose aim it is to promote the learning and personal development of all students and help them achieve their personal best, it is acknowledged that there may be occasions when a student perceives that:

- He/she has received an unfair or inappropriate response to a behavioural issue; or
- An academic result does not correspond to the level of learning put into a task.

In cases such as these, the need to have in place a set of procedures by which a student may seek review of that matter is essential. One of the key aims of this Policy is to maintain good pastoral relations between all parties.

This Grievance Policy provides a process by which grievances can be resolved. It is based on the principle and procedures of Due Process, which include among other things:

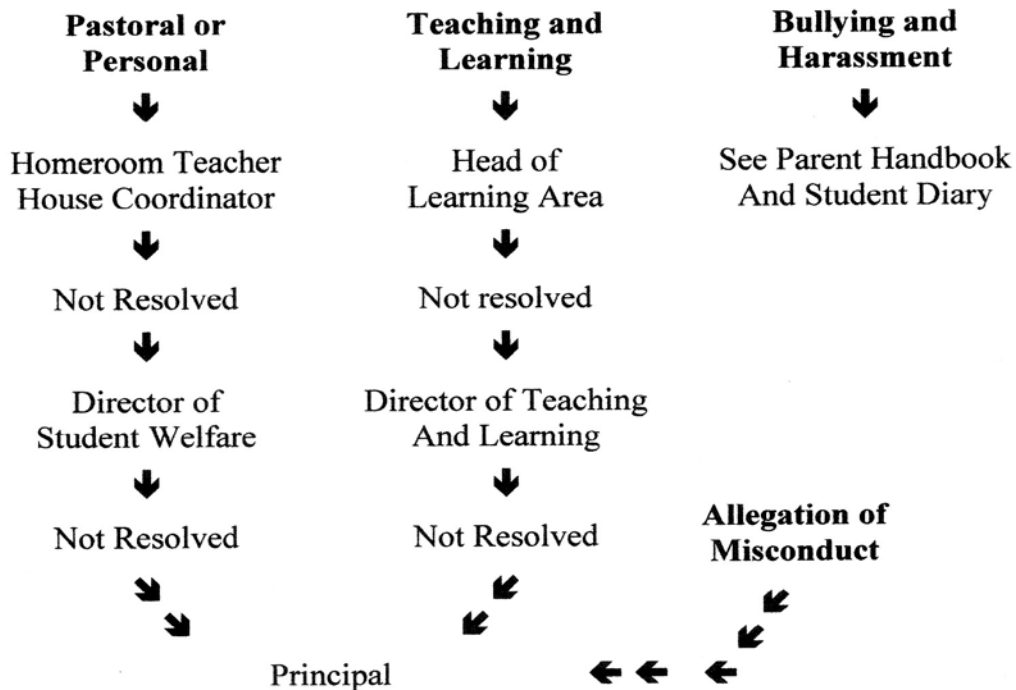
- Informing the community about the working of the Policy
- Providing all parties with a fair and complete hearing
- Enacting consequences which are consistent, fair and commensurate with the seriousness of the matter
- Having in place a system of appeal.

PRINCIPLES

Underpinning the Grievance Policy lies a commitment on the part of the school community to the following key principles, that:

- All members of the school community will be informed of the Grievance Policy and its procedures
- The focus for resolution of a grievance will be upon an issue, not an individual
- All individuals will be treated fairly and impartially
- All individuals will have a right to present their case fully and openly, and without fear of retribution
- All individuals have the right of confidentiality
- Grievance issues will be dealt with one at a time
- Grievances are to be lodged within a period of five days from formal notification of an academic result or a consequence
- Resolution of any grievances will be achieved as quickly as possible
- Parents/Guardians will be kept informed, where applicable, of matters pertaining to the grievance
- Grievance resolution will involve the minimum number of people
- Parties will be encouraged to resolve the matter together in the first instance.

SUMMARY OF GRIEVANCE PATHWAYS



RESPONSIBILITIES OF PARTIES IN GRIEVANCE ISSUES

Sacred Heart's Grievance Policy documents the responsibilities of the major parties in the grievance process as:

Student

- Speak to others in a calm and respectful manner
- Specify the issue or enquiry in a calm way and within the specified time
- Not knowingly present an unjustified complaint
- Listen to advice and fair comment
- Have the right to choose the procedural course of action
- Student to seek an advocate or mentor or parent during the process.

Teacher

- Listen to the student's grievance
- Be objective and fair in dealing with the matter
- Provide appropriate justification for the result/issue/ consequence
- Re-assess issue if deemed appropriate and fair
- Recommend to the student an appropriate pathway for proceeding if the matter still remains unresolved.

Head of Learning Area / Pastoral Coordinator

- Listen to the student's grievance
- Speak with the subject/consequence-issuing teacher and listen to the teacher's reasoning
- Re-assess or recommend re-assessment of issue, if required
- Call a meeting of the parties, if deemed suitable
- Make a decision on the issue and communicate this to the student and the teacher
- Communicate information to any other relevant parties, where the need arises
- Refer the matter to the Director of Student Welfare.

Director of Student Welfare / Director of Teaching and Learning

- Listen to the concerns of all parties on any issue
- Collect all necessary information relating to the grievance
- Review all steps taken
- Interview necessary parties
- Recommend the decision to the Principal, in serious matters
- Make a decision where possible.

Principal

- Consider all of the information available and due process that has been used
- Consult external agencies, where appropriate
- Make a determination based upon the information and the process.

Relevant Documents

- Sacred Heart College Discrimination and Harassment Policy 2003
- Procedures for Resolving Complaints 2004
- Sexual Harassment Policy Marist Brothers Southern Province 2004
- Policy for Responding to Concerns, Complaints, Grievances and Allegations of Misconduct 2005
- Procedures for Dealing with Allegations of Misconduct 2005.

Approved on June 2008

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