



PARENT AND STUDENT COMPLAINTS AND GRIEVANCE POLICY

COMPLAINTS AND GRIEVANCES

As with any community, the Adelaide Christian Schools community of Schools and Early Learning Centres are not immune to misunderstandings, disagreements and even wrongdoing. We recognise that sometimes things go wrong and you may feel that your expectations are not being met. If you have an unresolved issue or a complaint, please raise it. It is important to work together, talk, listen and find solutions so we can improve our services to the community. When differences occur, the preferred pathway in solving them is by using the moral and spiritual guidelines given to us in God's Word, the Bible. We are to live and work together in harmony, giving preference to the other and showing love and consideration towards each other. The Bible commands those who have a faith in God to "love one another" as demonstrated to us by Jesus (John 13:34-35).

The following information will walk you through the steps you can take if you have a grievance or complaint.

Types of grievance and complaints

You may choose to make a complaint or lodge a grievance if you believe that your school or early childhood service has:

- done something wrong
- failed to do something they should have done
- acted unfairly or impolitely.

Your grievance or complaint may be about:

- the type, level or quality of services
- the behaviour and decisions of staff
- the behaviour or actions of a student that impact you or your child
- a policy, procedure or practice.

Complaints may be about something we have to do because of state or federal law. In such cases we will talk to you and help you understand the requirements and why they exist.

Grievances between students, student and teacher, or staff and parent/caregiver are a responsibility we endeavour to be proactive about. Should such a grievance arise, please follow the appropriate procedure, as outlined in the Complaint and Grievance Steps Flow Chart.



To achieve the best possible outcome for any grievance, our guidelines are:

1. Keep the matter confidential. Share the problem only with those involved, establishing the principle of confidentiality. The Bible has much to say about those who gossip or malign others with their words. 'With his mouth the godless destroys his neighbour, but through knowledge the righteous escape' Proverbs 11:9.
2. Keep the circle small. Seek to rectify the grievance with the person with whom that grievance occurred. (Students need to seek counsel of their teacher rather than take matters into their own hands). The first and usually the only step needed in solving a person-to-person problem is for one person involved to initiate a conversation that is straightforward, but lovingly and clearly presented. Most problems are solved at the two-person level, and the Bible encourages this (Matthew 18:15-17).
3. Be forgiving. Once the matter is resolved we should forgive and restore the person whose fault has offended us. The Bible encourages forgiveness and gentle restoration (Galatians 6:1). However, satisfaction in solving problems is not always the outcome from one on one conversation.
4. Agree to share the matter with the relevant school coordinator. If parties involved have not been able to come to an agreement, then it is appropriate that the matter is taken to the co-ordinator of the school in which the offence has occurred. An open and honest discussion with a third person as witness to both sides of the unresolved problem will hopefully help in reaching an amicable solution. Sometimes the issue can be such that it needs to be taken further, in which case it should then be communicated with the Principal/Director. (See flow-chart)

Please Note:

- Grievances that occur between one parent and another, falls outside our jurisdiction.
- If you, the parent, have a grievance with a student, do not approach the student as this is a breach of the Child Protection Policy.
- Not all grievances are formal, and it is at the discretion of the Principal whether the information is passed on.
- Neither the Minister for Education nor the Department for Education has any power to directly intervene in any complaints relating to the operations of a non-government school.



COMPLAINTS AND DISPUTE RESOLUTION: FORMAL COMPLAINT FORM

TO BE COMPLETED BY PERSON LODGING FORMAL COMPLAINT

Full Name: _____

Daytime Phone: _____ After Hours / Mobile Phone: _____

Have you personally taken steps to try and resolve the issue before proceeding to lodgement of a Formal Complaint? (Circle Yes or No) YES NO

If "YES": Please provide details and attach any supporting documentation:

Nature / description of Complaint:

Names of any witnesses or support person/s (if applicable):

I maintain that the above is true and accurate to the best of my knowledge.

Name _____

Signature _____

Date _____

OFFICE USE ONLY

DATE RECEIVED: _____



If you have a problem and you need help ...



There are people you can speak to....

Your Buddy

Your Teacher

A Teacher on Duty

An Office Person

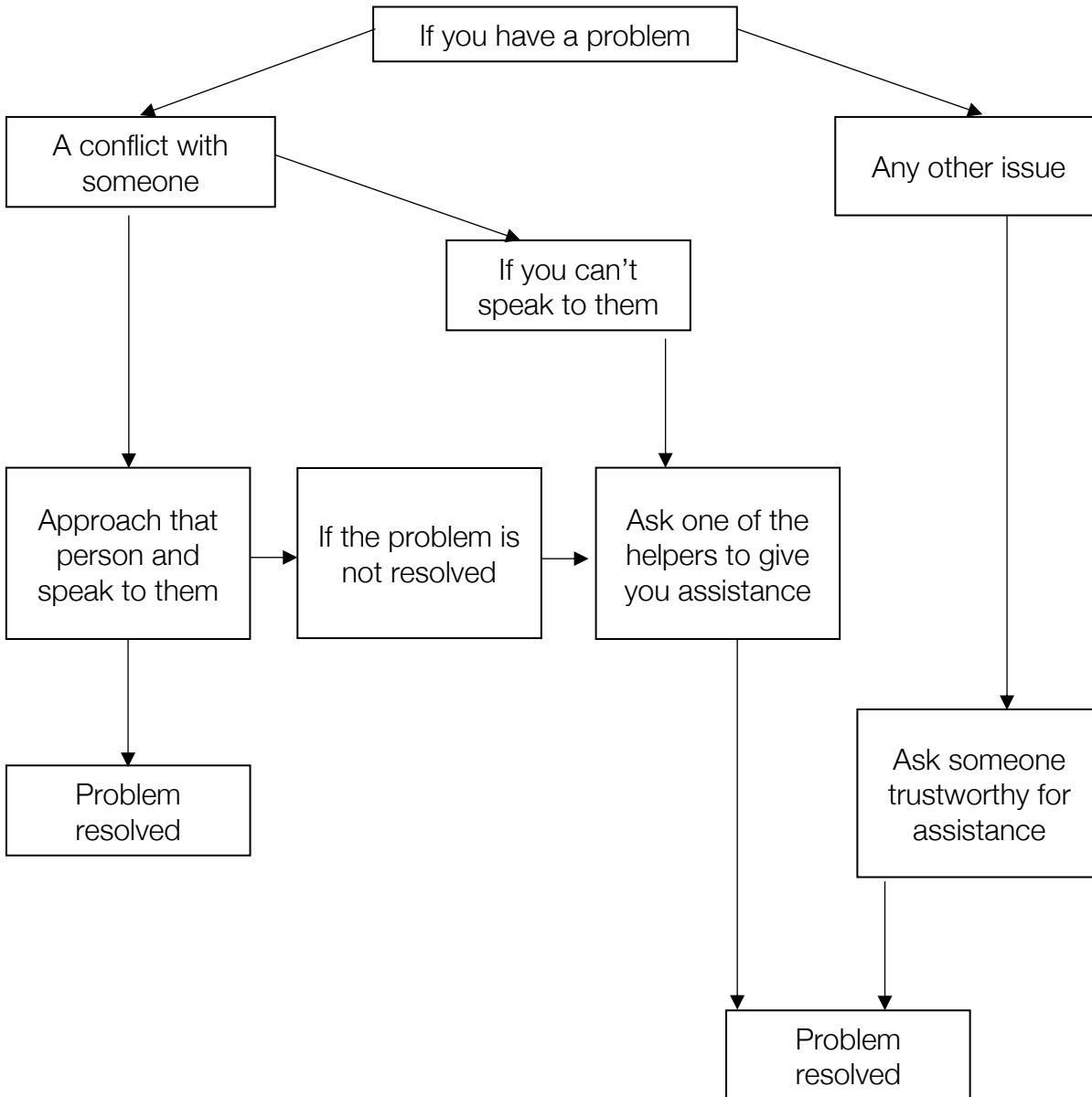
The Chaplain

The Principal





COMPLAINTS AND DISPUTE RESOLUTION FLOW CHART – PRIMARY/ SECONDARY



Trustworthy People

- A friend
- Your class teacher
- Your homeroom teacher
- Another teacher
- The chaplain
- A Coordinator
- An Office Manager
- The Principal



COMPLAINTS AND DISPUTE RESOLUTION FLOW CHART – SECONDARY/ PARENTS

