

## Aitken College

### STUDENT AND PARENT GRIEVANCE PROCEDURES POLICY

Author	Date	Revised	Copies to...
KMF	2010	2014	Principal Deputy Principal

#### Purpose

Good relationships between the College and its community give our students the greatest chance of successful outcomes. Aitken College is committed to providing a safe, inclusive and equitable environment for students, families and staff. From time to time students and parents may have concerns about decisions, actions or processes made within the College.

The purpose of Aitken College's Student and Parent Grievance Procedures Policy is to provide a student or parent with the opportunity to access procedures to facilitate the resolution of a dispute or complaint.

#### Informal complaints resolution

In the first instance, students and parents are requested to attempt to informally clarify or resolve the issue:

- Students are encouraged to politely approach the appropriate staff member (subject teacher, Homeroom Teacher, Head of House or Head of School) to request a discussion about the issue.
- Parents are encouraged to communicate with the appropriate staff member (subject teacher, Homeroom Teacher, Head of House or Head of School) by telephone call, email or pre-arranged meeting. The purpose will usually be to seek clarification of an issue or request reconsideration of a decision.

In both cases, the staff member may request time to consider the matter and will respond in due course by telephone, diary note, email, letter or in a mutually arranged meeting.

Records of discussions and copies of all correspondence may be retained in a student's file.

#### Formal complaints resolution

If a student or parent is not satisfied with the outcome of informal discussion aimed at clarification or resolution of a dispute or grievance, the following procedure should be followed:

- Students may request an appointment to meet with the appropriate staff member, as listed below. If a meeting proceeds, the staff member may invite a more senior staff member to be present. The student may also ask a fellow student to be present.

- Parents may request an appointment with the appropriate staff member, by telephone call, diary note, email or letter. If a meeting proceeds, the staff member may invite a more senior staff member to be present.

Appropriate staff members to deal with particular issues may be:

Discipline – Homeroom Teacher / Head of House / Head of School  
 Subject assessments – Subject teacher / Head of Faculty / Head of School  
 Awards or Colours – Head of School  
 School fees and charges – Finance Manager  
 Privacy Concerns – Deputy Principal or Principal  
 Enrolment issues - Principal

The outcome of a meeting may be:

- Agreed resolution of the dispute or grievance.
- Agreed course of action towards a satisfactory outcome.
- Confirmation of a decision consistent with College policy and procedure.
- Arrangement for a subsequent meeting after further investigation of the matter.
- Referral of the matter to a more senior staff member.

Records of meetings and all related correspondence will be retained in the student's file.

## **Unsatisfactory Outcome**

If the student or parent is not satisfied with the outcome of the formal resolution process, they are invited to write to the Deputy Principal, detailing their concerns in relation to the original dispute or grievance or regarding the resolution procedures. The Deputy Principal will acknowledge this communication and will investigate the matter, which may involve discussions with appropriate staff members and students and consultation with the Principal. A written response will be provided in due course and, if no further communication is received from the complainant, then the College will consider the issue resolved.

Continuing dissatisfaction with the outcome of this grievance procedure may be pursued by making a written request to meet with the Principal. Any decision relating to this request or in regard to the grievance will be final.

## **Procedural expectations:**

- Details in relation to grievance resolution will be kept confidential amongst staff who have a direct responsibility regarding the student, family or issue under discussion.
- Students and parents are expected to maintain confidentiality amongst others who are directly involved in the matter under discussion.
- The privacy of individuals will be respected at all times.