GRIEVANCE (STUDENT)

POLICY DETAIL	
Revision #	2
Effective Date	June 2023
Review Date	January 2026

CONTEXT

Thomas More College is committed to resolving all grievances through effective, fair and impartial restorative 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:

- They have 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 investigated.

PHILOSOPHY

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

- Parties will be encouraged to resolve the matter together in the first instance
- The focus for resolution of a grievance will be upon the circumstances, 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.

PROCEDURE

If there is a grievance with a staff member which cannot be resolved between the two parties, a student may approach the relevant College contact as outlined in the flow charts below. At any point the College Counsellors can be approached by either party to help mediate in the process.

Personal / Wellbeing Related Issues

STUDENT ► WB Mentor ► Year Level Leader ► Director of Middle OR Senior School ► Assistant Principal – Student Wellbeing ► Deputy Principal ► Principal

Subject Related Issues

STUDENT ► Subject Teacher ► Leader of Learning ► Assistant Principal – Teaching & Learning ► Deputy Principal ► Principal

Responsibilities of Parties in Grievance Issues

In the context of the procedure the expectations are as follows:

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 remains unresolved.

Year Level Leader/Leader of Learning

- 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 Assistant Principal or Deputy.

Director of Middle/Senior School, Assistant Principal or Deputy

- 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.

Policy Approvals	Signature	Dated
Approved by Principal	Shannon Bertram (per CT)	27 / 09 / 23
Ratified by College Board	Debbie Bittoto	27 / 09 / 23