

# ST PAUL'S COLLEGE

WALLA WALLA, NSW



A Co-educational Christian Day and Boarding School

## Grievance (Complaints) Procedures

*In the first instance, if you have a grievance, you should try to address the grievance directly with the person involved (where appropriate).*

*Any student who may have a grievance against the Principal should contact the Deputy Principal (Students).*

*Any parent or staff member who may have a grievance against the Principal should contact the Board Chair in writing.*

College staff have a duty of care to ensure that reasonable steps are taken to prevent harm to students which could reasonably have been foreseen. If a grievance centres around Staff misconduct in relation to child safety or welfare it must be raised with the Principal. If the grievance concerns the Principal it must be directed to the Board Chair or Deputy Principal (Students).

### **Making a grievance (complaint)**

#### For Students

If you have a grievance against a student, staff member, or other parents you should contact:

- 1 your Care Group Teacher;
- 2 a teacher you know well; or
- 3 the Principal.

#### For Staff

If you have a grievance against a student – contact your KLA Coordinator or the Deputy Principal.  
If you have a grievance against another staff member, or a parent – contact the Principal

#### For Parents

If you have a grievance against a student, staff member, or another parent – contact the Principal.

### **Responding to a grievance (complaint)**

- 1 This grievance procedure requires that all grievances be in writing;
- 2 The principle of procedural fairness will be afforded to all parties during the grievance resolution process
- 3 Staff responsible for responding to the grievance (e.g. Principal, staff member, Board Chair etc.) acknowledges receipt of the grievance in writing within 7 days. The complainant may be required to provide further information;
- 4 Staff responsible for responding to the grievance will consider if all parties named in the grievance should be informed (by phone or in person) and invited (by phone or in person) to respond;
- 5 All parties should ensure that the grievance matter is kept confidential;
- 6 Staff will attempt to investigate/mediate a solution to the grievance where appropriate;
- 7 If initial investigation/mediation of the grievance is unsuccessful, or it is considered inappropriate in the circumstances to engage in an investigation/mediation, the Principal (or Board Chair if relevant) will be notified;
- 8 The Principal/Board Chair will then determine next steps in relation to the matter at their absolute discretion, which may include determining an outcome (NB: This may involve engaging an external investigator/mediator based on advice from AISNSW and/or LEVNT); and
- 9 Written records of the above procedures will be maintained in the College Office and kept confidential and secure.

*Should any staff member, student or parent have any queries about this grievance procedure, you should contact the principal for advice.*

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