



STUDENT GRIEVANCE POLICY AND PROCEDURE

CONTEXT

St Paul's College is a Catholic school in the Edmund Rice Tradition committed to resolving all grievances through effective, fair, and impartial procedures. While members of staff aim to promote the learning and personal development of all students and guide them to 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 pastoral or academic issue.
- The learning environment is adversely impacting student learning.
- There is information that needs to be communicated to report breaches of school policies or behaviour that promotes an unsafe school environment.
- There is concern for a safeguarding (child protection) matter.

Definition

A 'grievance' refers to a situation where an individual believes that a student, staff member, or any other member of the St Paul's community, has acted outside of the normal policies and practices that the College promotes and expects, or when safety is jeopardised.

Aims

- To promote a positive and welcoming school environment.
- To provide an opportunity for students to voice their concerns in a comfortable and safe manner.
- To resolve grievances fairly, efficiently, promptly and in accordance with related legislation.

In grievance cases, it is important to have a set of procedures by which a student may seek review of a matter. One of the key aims of this Policy is to maintain positive 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, but are not limited to:

- informing the community about the working of the Policy.
- providing all parties with a fair opportunity to voice their perspectives.
- enacting consequences which are consistent, fair, and commensurate with the seriousness of the matter
- having in place a system of appeal.

Principles

The College will do its best to address and satisfactorily resolve grievances in a mutually acceptable manner and in doing so, support and promote the safety and dignity of every individual. Unfortunately, it is not always possible to resolve all problems in a manner where there is mutual acceptance of the outcome. However, the best interests of the College, its mission and our Catholic Ethos must be considered throughout these resolution processes.

Underpinning the Grievance Policy is a commitment 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 on an issue, not an individual.
- Grievances will be resolved within a 'restorative justice' framework.
- All individuals will be ensured fairness and impartiality.
- All individuals will have a right to present their case fully and openly, and without fear of retribution.
- All individuals will have a right to confidentiality.
- Grievances are to be lodged within a period of five days from the issue taking place.
- Resolution of any grievance will be achieved as quickly as possible.
- Those party to a grievance will be kept informed of matters pertaining to the grievance whilst it is being processed.
- 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.
- The follow up on grievances will be documented on the College Learning Portal (SEQTA).
- Where appropriate, information is shared with CESA and EREA, or other relevant authorities.



WHOLE SCHOOL PROCEDURE

Please refer to site specific documentation for Primary/Secondary Guidelines.

1.1 Lodging a student grievance

To lodge a grievance, students are encouraged to communicate their concerns to:

- The relevant staff member, including but not limited to:
 - Home Group or Classroom Teacher
 - Leader of House or Learning
 - Head of Wellbeing (Primary/Secondary)
 - Head of Teaching and Learning (Primary/Secondary)
 - Head of Primary/Secondary
- Or Anonymously via the online Student Guidelines and Grievance Form (see 2.2)

This can be communicated via:

- In person communication
- SEQTA message
- School email
- Online Secondary Student Guidelines and Grievance Form, which can be accessed via the SEQTA Student Portal
- Online Primary Student Guidelines and Grievance Form, which can be accessed via the SEQTA Student Portal

1.2 Actions taken following receipt of a student grievance

Following receipt of a student grievance, the College will endeavour to:

- Acknowledge the grievance in a timely manner and make the student aware of the grievance response process.
- Assess the grievance to determine the most appropriate course of action in responding to it.
- Follow-up with the student lodging the grievance for more information and to further discuss the issues and preferred outcome, as necessary.
- As applicable, inform the relevant Senior Leader of the receipt of the grievance and provide them with the details and further assist as required.
- Where appropriate communicate with and involve the student's parents/guardians
- Advise the student if any delays occur in the timeline.
- Inform the student when an outcome has occurred.
- Maintain adequate written records of the grievance and outcome, along with any supporting documentation, as applicable.

2.1 Unresolved grievances

If the issue remains unresolved after discussion with the relevant person(s), discuss the concern with a Senior Leader (Head of Primary, Head of Secondary, Deputy Principal, or Principal).

2.2 Anonymous grievances

Anonymous student grievances will be addressed, as appropriate. In some situations, grievances may not be able to be fully resolved if they are made anonymously, or without sufficient detail being provided to enable an investigation or resolution of the matter.

Where an anonymous grievance is deemed serious enough to warrant further investigation, to ensure procedural fairness, respondents have a right to know the particulars of the allegations being made against them and be given an opportunity to respond to them.

Related Policies

- Academic Integrity Policy
- Assault (Student against Student) Policy
- Bullying Prevention and Intervention Policy
- Child Safeguarding Policy
- Curriculum Policy
- Cyber Safety Policy
- Disability Discrimination Policy
- EREA Child Safe Code of Conduct
- Harassment (Student against Student) Policy
- Information & Communication Technology (ICT) Policy
- Student Discipline Policy
- Student Use of Mobile Devices Policy
- Students Use of Social Media Policy
- Students with Special Needs Policy
- The Student Code of Conduct
- Uniform and Grooming Policy
- Work Completion Policy