

STUDENT GRIEVANCE

SCOPE OF APPLICATION

This policy is applicable to the following entities:

- Tyndale Christian School Inc
- Tyndale Christian School – Strathalbyn Inc
- Tyndale Christian School – Murray Bridge Inc
- Emmanuel Christian Schools and Ministries Inc

INTERPRETATION

Within this policy, unless specifically defined otherwise, the following terms shall have these meanings:

Complainant	refers to the person/s making the complaint
Harassment	is repeated verbal, non-verbal and/or physical attacks by another person or group. It is intended to demean, hurt, frighten, embarrass, humiliate or make someone feel angry or uncomfortable. It is usually deliberate, but it can also be simple thoughtlessness or carelessness. Harassment may occur even when there was no intention of causing offence
Respondent	refers to the person/s against whom the complaint is made
School or schools	shall mean all or any one of the Tyndale group of schools
Victimisation	includes any unfavourable treatment of a person as a consequence of their involvement in a grievance under these procedures. Unfavourable treatment could include such things as adverse changes to the learning and work environment, denial of access to resources or ostracism

POLICY

Tyndale Christian School affirms that every person is fearfully and wonderfully made by a Holy and Just God. Therefore, any type of human interaction and the resolution of any potential or active conflict must be based on that premise. Because each person is unique and special, created in God's image, they have a fundamental right to be treated with dignity and respect. Therefore, Tyndale Christian School affirms that any grievance issues will be dealt with according to biblical principles that undergird human interaction.

Zechariah 7:9 - "This is what the Lord Almighty says: 'Administer true justice, show mercy and compassion to one another.'

Matthew 18:15 - 16 - "If your brother sins against you, go and show him his fault, just between the two of you. If he listens to you, you have won your brother over. But if he will not listen, take one or two others along, so that every matter may be established by the testimony of two or three witnesses."

The School recognises the fundamental right for all students to receive an education free from intimidation, harassment and bullying, as contained in the following similar policies, procedures and programmes:

- Tyndale Christian School National Safe School Programme;
- Tyndale Christian School Values Education Programme;

- Anti-Racism Policy;
- Bullying No Way Programme;
- Discipline Policy and Procedures;
- Duty of Care Policy and Procedures;
- Harassment Policies and Procedures;
- Teacher/Student Relationship Policy.

STATEMENT OF INTENT

An essential part of developing such an environment is ensuring that students are empowered to come forward with their grievances in the knowledge that the appropriate staff will take action to address complaints of discrimination and harassment. Grievances that are not addressed have the potential to grow into major problems that can cause tension, low morale and reduced learning and academic achievement.

PRINCIPLES

1. Everyone should be treated with respect. All members of the Tyndale Christian School community are responsible for ensuring that their own behaviour contributes to an environment which is free from discrimination and harassment.
2. Meetings to discuss grievances should be conducted in a fair and positive manner.
3. Grievances should be treated seriously and sensitively, having due regard to procedural fairness, confidentiality and privacy.
4. Grievances should be handled quickly and as close as possible to their source. This may be modified by the nature of the grievance and the student's wishes. Students should be encouraged to raise any concerns as early as possible after an incident has occurred.
5. Wherever possible, grievances should be resolved by a process of discussion, co-operation and conciliation. The aim is to reach an acceptable outcome that minimises any potential detriment to ongoing relationships.
6. Both the person raising the grievance (the complainant) and the person against whom the grievance is made (the respondent) will receive appropriate information, support and assistance in resolving the grievance.
7. This policy should be followed in association with the Policies and Procedures as listed.

PROCEDURE

Initial Procedure

In the event of a grievance occurring, or perceiving to have occurred, these procedures may be followed by students. If at any point the student does not wish to proceed any further, he/she is free to withdraw from or terminate the process. The matter will then be treated confidentially by any involved staff member unless this is contrary to Mandatory Notification requirements.

1. An incident occurs that leads to a grievance, or a perceived grievance.
2. The student should approach the student or staff member involved and discuss the matter calmly, if possible. If the student does not feel able to approach a staff member on their own, they should ask a trusted adult and ask them to be present.
3. If this approach is unsuccessful or inappropriate, or the student does not feel able to, the student may approach a trusted adult to discuss the matter privately. This would most likely be, but is not confined to, their pastoral care teacher, student counsellor, their designated coordinator, or the

Deputy Principal.

4. If they feel able, this adult will listen and attempt to aid the resolution of the matter. This may involve:
 - Helping the complainant gain a better understanding of the situation;
 - Talking personally to the respondent;
 - Arranging and mediating in a discussion between the complainant and the respondent; or
 - Suggesting that the matter be taken directly to the next stage.
5. If this does not bring about resolution, the other adult will refer the matter to the appropriate Line Manager of the student. At this point the procedure will become formal.
6. The Line Manager now becomes responsible for the grievance procedure. All communication should pass through him/her.

Formal Procedure

The Coordinator or Deputy Principal or both will:

1. Interview both the complainant and respondent;
2. Interview any other staff members or students involved; and
3. Arrange a mediation conference. Such a mediation conference will be held under the following guidelines:
 - Both the complainant and the respondent will be provided with the outline of the grievance prior to the conference;
 - Both the complainant and the respondent will have the opportunity to speak to the grievance; and
 - The grievance will then be addressed by all participants with a view to achieve reasonable and fair outcomes for all parties.

If a participant does not believe that a reasonable and fair outcome has been achieved, that person or persons may appeal to the Principal. The Principal shall review the process followed and the arranged outcomes to determine if an error of process, omission or error of judgement has been made.

The Head of Schools shall only become involved if it is shown that the procedures detailed above have not been followed to the detriment of the outcome.

POSSIBLE OUTCOMES

1. The complainant and respondent gain a better understanding of the situation and no longer feel aggrieved
2. One or both parties may agree to participate in some form of counselling
3. The complainant may receive a verbal or written apology
4. The respondent may receive a verbal or written reprimand or consequence

ROLES AND RESPONSIBILITIES

Complainants

Students wishing to make a complaint have the right to expect they will be taken seriously, that they will be listened to and that every attempt will be made to resolve their grievance. It is important that students do not make annoying or malicious reports. Students making complaints should recognise that the person complained about has the right to respond to any allegations.

Respondents

Students and staff against whom a grievance has been raised (respondents) have a responsibility to participate seriously in attempts to resolve the issues; to recognise the complainant's right to raise their concerns and not in any way victimize or harass the complainant or others involved in resolving the grievance.

CHART FOR STUDENTS HAVING A GRIEVANCE

What is the issue?	Who can you talk to?
Is something on your mind?	<ul style="list-style-type: none"> ▪ A trusted adult (parent or care-giver) ▪ Home Group or Class Teacher ▪ Student Counsellor
Do you need help with your learning?	<ul style="list-style-type: none"> ▪ Home Group or Class / Subject Teacher ▪ Learning Support Teacher
Are you a new student with issues about the school?	<ul style="list-style-type: none"> ▪ A trusted adult (parent or care-giver) ▪ Home Group or Class Teacher ▪ Coordinator or Deputy Principal
Is it a personal, peer or family issue? This may be arranged privately through a note to the student advisor or teacher.	<ul style="list-style-type: none"> ▪ A trusted adult (parent or care-giver) ▪ Home Group or Class Teacher ▪ Student Counsellor ▪ Coordinator or Deputy Principal
Do you wish to make a suggestion about changing an aspect of school or organizing an event?	<ul style="list-style-type: none"> ▪ Home Group or Class Teacher ▪ SRC Representative or Prefect
Is it a subject choice/course issue?	<ul style="list-style-type: none"> ▪ Home Group or Class Teacher ▪ Learning Support Teacher ▪ Coordinator or Deputy Principal ▪ Director of Learning
Is it an harassment issue?	<ul style="list-style-type: none"> ▪ A trusted adult (parent or care-giver) ▪ Home Group or Class Teacher ▪ Student Counsellor ▪ Coordinator or Deputy Principal ▪ Principal
Is it a transport issue?	<ul style="list-style-type: none"> ▪ A trusted adult (parent or care-giver) ▪ Home Group or Class Teacher ▪ Coordinator or Deputy Principal
Do you have an issue with a staff member?	<ul style="list-style-type: none"> ▪ A trusted adult (parent or care-giver) ▪ Home Group or Class Teacher ▪ Student Counsellor ▪ Coordinator or Deputy Principal or ▪ Principal <p>Where a student approaches a staff member with a complaint against another staff member, this person should refer this matter directly to the Deputy Principal or Principal</p>

COMMUNICATION

A simple age-appropriate flowchart has been developed for each sub-school. These flowcharts will be communicated to students at least once a year in the following ways:

- Teachers will walk students through the flowchart
- Flowcharts will be included in the student diary/planner
- Posters or other display materials will be displayed in key locations
- New parents and students will be presented with this information at orientation meetings.

REFERENCES

- S1.03 Duty of care
- S1.08 Teacher student relationship policy
- S1.11A Student grievance flowchart – Junior School
- S1.11B Student grievance flowchart – Middle School
- S1.11C Student grievance flowchart – Senior School
- S2.20 Anti-Racism policy
- S2.21 Harassment, bullying and discrimination
- S2.22 Sexual harassment
- S2.23 Harassment, bullying and discrimination – procedure for dealing with a complaint
- Tyndale Christian School National Safe School Programme;
- Tyndale Christian School Values Education Programme;
- Bullying No Way Programme
- Discipline Policy and Procedures

POLICY INFORMATION

Document title and number	S1.11 Student Grievance Policy
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Sub-classification	S1 - Student Safety and Welfare
Approver	Board of Governors
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Officer responsible for this policy	Head of Schools