GRIEVANCE

BORDERTOWN HIGH SCHOOL

1. We believe it is important that all people in this community feel safe, secure and happy.
2. Good relationships between people are essential so that we can all get on with achieving our best in all areas - academic, sporting and cultural.
   When our relationships are respectful and happy ones we can expect
   - Quality learning outcomes for students
   - Quality teaching programs
   - Positive role modelling in behaviour and work ethic
   - A safe, secure and happy school climate for everyone.
3. However, there will come occasions when people feel upset, harassed and hurt and they will need help and support.
4. The school's grievance procedure is for students, parents and staff to effect solutions to such problems and concerns. The first step is to talk to the person with whom you have the grievance.
5. If the person(s) hurt and feel they cannot deal with the matter alone, then it is recommended that they seek an appropriate support person to help them. **The counsellor is available as a key person to help in this process.**
6. In this whole process, it is expected that courtesy, dignity, respect and fairness are observed at all times.
7. The spirit of this procedure is to attempt to resolve conflict in a "win/win" manner.

SCHOOL GRIEVANCE PROCEDURE

The school grievance procedure is designed to encourage people to pass their concerns on to the appropriate person. **The Student Counsellor is a key person in this process.**

Do you have a concern?

No → Take no action

Yes ↓

Write down all the facts, feelings and what you would like to see happen.

↓

Can you approach the person concerned personally?

No → Contact an appropriate support person, eg Student Council member, **Student Counsellor**, Home Group Teacher, Year Level Coordinator, your Line Manager, Assistant Principal, Principal (This will vary for students, staff and parents depending on the situation)

Yes ↓

Meet with the person (if needed, with the support person).

Explain your concern and together decide how best to deal with it

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Are you happy with the result?

No → Meet again with the support person and the Principal or delegate to determine the course of action

↓

If this does not resolve the issue, the Regional Director can become involved.

Yes ↓

Take no further action

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GRIEVANCE PROCEDURE - STAFF

Guiding Principles

- Maintain confidentiality of people, information and involvement
- Minimise disclosure - don't tell too many people.
- Prevent victimization
- Outside agencies can be used at any time

1. Personal Resolution

Solve by self

a. Seek advice from friends, peers, staff.
   Speak to Student Counsellor.
   Speak to person of choice.
   Speak to Principal/Deputy.
b. Resolution/lay a complaint.

2. School Resolution

Express concern to Counsellor, Principal, Supervisor.

a. Explain rights, strategies, options available to the person.
b. Monitor learning and working environment and behaviour of person causing concern.
c. Caution person causing concern, counsel, provide strategies and continue to monitor the situation.
d. **Options available**
   - resolution
   - complaint within the Department
   - outside agency

3. System Resolution

· **Letter/Contact DfE**

· **Letter to the Director Personnel**

a. Informs CE, interviewing officer appointed, contacts persons involved.
b. Investigation conducted,written report and recommendations to Director.
c. Director's decision
   - disciplinary action
   - counselling
   - conflict resolution
   - no further action.

4. Outside Agencies

The complainant may at any stage of the proceedings wish to contact outside agencies.

- Commissioner of Equal Opportunity
- Australian Education Union (AEU)
- Public Service Association (PSA)

GRIEVANCE PROCEDURE - STUDENTS

POLICY

Everyone has the right to feel physically, mentally and emotionally safe at Bordertown High School.

If you are not feeling safe or when you have a concern about something at school YOU CAN TAKE ACTION.

PROCEDURE

1. Speak to the person bothering you (you may ask a friend or someone you trust to be with you when you do this).
2. Speak with
    - a staff member
    - the student counsellor
    - your parent
    - the school Pastoral Support Worker
    - the Senior Leader or Principal

Be persistent : don't give up until you feel safe.

Remember - YOU ARE IN CONTROL OF WHAT HAPPENS.