



Grievance Policy

CONTEXT STATEMENT

Samaritan College is committed to supporting students, parents/caregivers and staff in a community which strives for equity and justice, respect and dignity, nurture and care. The College's ethos calls for all members of the community to listen deeply to the needs of students and their families. The College's vision for education ensures the dignity and well-being of each student are paramount. The College is committed to ensuring professional standards of the highest order are adhered to and nurtured in the care and education of children and young people.

UNDERLYING ASSUMPTIONS, PHILOSOPHY & RATIONALE

We at Samaritan College acknowledge:

- All members of the College community have responsibilities to ensure positive resolutions are achieved for students seeking a resolution to a grievance;
- The dignity of the student, family and staff member are paramount with mutual respect being at the heart of all interactions;
- A complaint or grievance may be identified and articulated by the student or parent/caregiver or another member of staff.

PURPOSES / AIMS

Through the application of this policy, Samaritan College will:

- Ensure adherence to all policies in relation to students' learning, well-being and protection;
- Develop appropriate programs, procedures and processes to ensure natural justice to all those involved in the resolution of a grievance or a complaint as well as opportunities for restorative justice;
- Work to achieve a positive resolution of a grievance or complaint.

GUIDELINES & PROCEDURE

In support of this policy Samaritan College will:

- Promote students' well-being through the development and implementation of appropriate programs and procedures;
- Develop procedures to deal with grievances and complaints;
- Implement restorative justice processes;
- In the case of suspected child abuse implement mandatory notification procedures immediately, in line with their child protection responsibilities.

The Co Principals will:

- Monitor and implement all policy and procedural guidelines in relation to student well-being, protection and learning;
- Provide professional development and support to staff members in developing professional standards of the highest order;
- Implement procedures to deal with grievances and complaints;
- Undertake to investigate grievances and complaints and seek to achieve a positive resolution;
- In cases of suspected child abuse implement immediately the procedures for mandatory notification, in line with their child protection responsibilities;
- Ensure that all complaints are documented and filed accordingly.

The Staff will:

- Adhere to and actively support and promote the College ethos and the professional expectation of Catholic Education South Australia’s Charter for Teachers;
- Adhere to all church and school policies in their relationships with children and young people;
- Impart a duty of care at all times;
- Fulfil all responsibilities in their duties as a teacher in the learning environment, in teaching and learning programs and in student wellbeing practices;
- Respect the dignity and privacy of the child/children involved;
- In cases of suspected child abuse implement immediately the procedures for mandatory notification, in line with their child protection responsibilities;
- Document and file any complaints brought to their attention, including the ameliorative measures taken.

The Students will:

- Fulfil the responsibilities and expectations of a Samaritan College student identified in the student diary, Primary Campus Procedures and Expectations and/or student enrolment contract;
- Adhere to all College policies and procedures;
- Inform teacher or coordinator or parents/caregivers of any concerns or issues relating to their learning and wellbeing.

The Parents/Caregivers will:

- Work in partnership with the College to ensure patterns of open communication are established and maintained;
- Work with children to follow the flowchart to resolve issues involving Bullying, Harassment and Discrimination
- Inform the College of any incident that requires the attention of staff;
- Work collaboratively with the College in the best interests of the student.

The College Board will:

- Participate in the development, implementation and review of this policy.

SUPPORTING DOCUMENTS

- [CESA’s Charter for Teachers](#)
- [SACCS Pastoral Care Policy \(2008\)](#)
- [SACCS Care, Wellbeing and Protection of Young People - 2011](#)
- [Samaritan College Child Protection Policy](#)
- Samaritan College Enrolment Contract
- [Samaritan College Vision Statement](#)
- Samaritan College Student Diary

ADMINISTRATION

This policy will be reviewed triennially by the College, unless otherwise required.

Signed:

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Co Principal

Co Principal

Chair of College Board

Date:

Ratified and Implemented

Review Date: May 2019