



Mary MacKillop College  
Kensington

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# Student Grievance Policy

Be a  
MacKillop  
girl...

know more • do more • be more

# Introduction

Relationships are the basis of all communities. It is through relationships that we learn, grow and develop. The importance of developing strong and respectful relationships with all members of the community cannot be underestimated. There will be times when we do not agree with the behaviour or the views of others. At these times it is important to employ appropriate strategies and avenues to voice and if possible, resolve our grievances.

The working principles on which such mechanisms revolve are:

- the safety of all members of the community
- the inherent dignity of each person
- the freedom to participate fully in all learning opportunities.

## **A grievance is when we feel uncomfortable with the words, views or actions of another person towards our self or others.**

At Mary MacKillop College the pastoral care structure is based on the principles of Restorative Justice. It is aimed at changing student behaviour and working towards reconciliation while still maintaining respectful interaction. Each student is assigned to a Pastoral Care Class. Students and their Pastoral Care Teacher meet each day and this time provides an opportunity for students to discuss life at school in general, as well as educational goals, happiness and other more routine or social issues. The Pastoral Care Teacher would usually be the first point of call for a student who is seeking assistance with a grievance or if they are feeling troubled by any aspect in their life.

For many day-to-day minor issues, students usually seek the advice of their peers and parents. As such, peers and parents are asked to assist in developing skills and strategies that promote a lasting resolution and healing of relationships. In the event of a minor grievance, students are encouraged to resolve it by talking to the other student/s on a one to one basis. It is important that students do not use threats or involve friends or other students as this may be interpreted as harassment and could be subject to the Anti-Bullying & Harassment Policy.

For matters that are beyond the ability of an individual student to resolve, they are encouraged to speak with their Pastoral Care Teacher, relevant Pastoral Care Coordinator, Director, School Counsellor, or any other member of staff with whom they feel comfortable. If the adult approached is not the Pastoral Care Teacher they will encourage the student to approach their Pastoral Care Teacher and inform the Pastoral Care Teacher. Should the student not wish to discuss the grievance with their Pastoral Care Teacher then they should be directed to take the matter to the appropriate person with responsibility for pastoral care such as the Pastoral Care Coordinator or Director. The member of staff may accompany the student in order to assist them in raising their grievances. In the event that the matter is personal and the student wishes to gain some greater insight into the issue by talking with somebody in a confidential setting, they will be encouraged to talk the matter through with one of the College Counsellors.

Should the matter be of a more serious nature, or if the grievance should exist with a particular member of staff, then the student is encouraged to raise the matter with the relevant Director. Ordinarily matters would not need to exceed beyond this point, although matters of a serious nature would be drawn to the attention of the Principal. Any student who does not feel as though their grievance has been attended to in an appropriate manner has the right to take the matter to the Principal.

If a parent has a grievance with a member of the Mary MacKillop College staff they are encouraged to contact the staff member in the first instance and discuss the matter. Any parent who does not feel as though their grievance has been attended to in an appropriate manner has the right to take the matter to the relevant Director or the Principal.

Grievances between staff are covered by the Mary MacKillop College Workplace Grievance Policy.

## Grievance Procedure

Mary MacKillop College supports the right of any member of the school community who believes our school policies are not being supported or enforced appropriately to have their grievance addressed. The usual procedure to be followed in addressing a grievance is, in the first instance, to approach the person with whom you have the grievance. However, if you feel you are unable to do this, the following steps are recommended.

### Students

1. Arrange a time to speak with your Pastoral Care Teacher. You may wish to seek the assistance of one of the School Counsellors.
2. Let your Pastoral Care Teacher know what you consider to be unjust or unfair.
3. If the grievance is not addressed by your Pastoral Care Teacher you may speak with someone else (eg parents, relevant Pastoral Care Coordinator, School Counsellor, relevant Director or Principal).
4. Arrange a time to speak with the relevant Pastoral Care Coordinator or relevant Director.
5. Arrange a time to speak with the Principal.

### Parents

1. Arrange a time to speak with the relevant teacher.
2. Let the teacher know what you consider to be unjust or unfair.
3. If the grievance is not addressed, let the teacher know you may speak with someone else (eg parents, Pastoral Care Coordinator, School Counsellor, relevant Director or Principal).
4. Arrange a time to speak with the relevant Director.
5. Arrange a time to speak with the Principal.

# Grievance Procedure Flow Chart For Students

