



Introduction

The AICS believes that a positive, clear, effective and appropriate procedure for resolving grievances between the school and community members assists in the building of strong relationships, dispels anxiety, and ultimately provides students with an enhanced learning environment. All grievances need to be appropriately handled and resolved in a timely and effective manner.

While we accept our responsibility to consult, and to communicate both clearly and effectively with the community, community members also have an obligation to read notices and newsletters, to attend briefings, and to seek clarification when required in a respectful manner following appropriate procedures. There may, however, still be times when members of the community disagree or are confused about the school policies and procedures. Therefore, it is essential that the established procedure as outlined below is followed to resolve grievances effectively and efficiently.

Procedures

1. All grievances must be clearly written, and delivered to the front office in a sealed envelope.
2. All facts pertaining to the grievance need to be clear and factual and not based on third hand information or gossip.
3. If the matter involves your child or an issue of everyday class operation, make an appointment to see their classroom teacher or the subject teacher, detailing the reasons for the appointment.
4. If the matter is not resolved with the class teacher or the subject teacher then make an appointment to see the Deputy/Assistant Principal of the appropriate school.
5. An appointment should be made with the Principal to discuss issues involving school policy, operations beyond your child's classroom, and concerns about staff, or grievances that may not be easily resolved.

6. The Principal will arrange for a time to meet with the concerned community member to address the grievance.
7. All grievances are to be kept confidential.
8. All formal discussions and processes involving grievances will be documented.
9. If the grievance remains unresolved then the AICS Board Chairman will be informed and asked to help resolve the grievance.
10. The Principal will advise the community member what options are open to them if grievances are not resolved after the intervention by the Board Chairman.
11. The Principal and AICS Board Chairman will exercise their judgement as to whether or not they will act upon anonymous complaints.

Evaluation

This policy will be reviewed by the College Management in consultation with the AICS Board every two years.

Written: October 2014

Review date: October 2016

