



# COMMUNITY GRIEVANCE POLICY

Draft Amendment: 09 Sep 2019

## **COMMUNITY GRIEVANCE POLICY**

### **1. Introduction**

This Community Grievance Policy (“this policy”) is designed to guide members of the Southern Christian College (“the College”) community to deal with any grievances that arise, in a timely manner that respects the dignity and rights of each person.

This policy does not apply to a member of staff that may have a grievance about the way in which s/he has been treated by another member of staff. Such grievances are to be dealt with in accordance with the Staff Grievance Policy.

This policy replaces:

- (a) all previous versions of the Student Grievance Policy (and specifically the version dated 6 May 2014);
- (b) all previous versions of the Parent Grievance Policy (and specifically the version dated 6 May 2014); and
- (c) all previous versions of the Community Grievance Policy (and specifically the version dated 28 August 2018),

from the date on which this policy is endorsed.

Grievances relevant to this policy, but for which a complaint was lodged prior to the date of this policy, will be dealt with in accordance with the appropriate previous version (i.e. (a), (b) or (c) above) unless otherwise agreed by the aggrieved party.

### **2. Underlying philosophy**

From time to time a member of the College community may have a grievance about the way in which s/he has been treated by another member of the College community.

Where such a grievance arises from, or relates to, the responsibilities and operations of the College, then that grievance ought be dealt with in accordance with this policy.

The intention of this policy is that all grievances be dealt with in a way that reflects the Christian faith and practices at the core of our community. In particular, this refers to a process that is respectful, fair, just and forgiving, and that restores damaged or broken relationships.

Any such grievance must be treated seriously and be dealt with as a matter of urgency.

All grievances are to be treated as confidential.

### **3. Implementation**

The leadership team of the College will develop and maintain procedures for the implementation of this policy (“the procedures”).

The procedures will be reviewed by the leadership team whenever this policy is reviewed, and otherwise as required.

The procedures will address the following, without limitation:

- (a) when a grievance may be reported;
- (b) to whom a grievance is to be reported;
- (c) how to report a grievance, i.e. how to make a formal complaint;
- (d) what is to be reported in a formal complaint;
- (e) the process for dealing with a formal complaint; and
- (f) guidance about the outcomes that might result from a formal complaint.

### **4. Distribution of this policy**

All members of the College community are to be informed of the existence of this policy and of the existence of the procedures.

All members of the College community are to have access to copies of this policy and of the procedures, whenever they so request.