



## Grievances Policy - Students

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### **1 OVERVIEW**

- 1.1 Lindisfarne Anglican Grammar School is committed to ensuring a safe and healthy environment characterised by tolerance and support; and which also respects differing learning styles and celebrates student achievements.
- 1.2 Part of this commitment involves ensuring students have access to processes that allow for grievances to be managed appropriately, promptly, fairly and with sensitivity. In doing so, we seek to ensure that our students feel empowered, supported and heard throughout their educational journey at the School, especially when raising grievances with us.
- 1.3 The School takes all complaints and concerns received from students seriously. Consistent with this commitment, this policy outlines the School's approach to addressing student grievances.

### **2 SCOPE**

- 2.1 This policy applies to all students of the School.

### **3 FRAMEWORK**

- 3.1 The School's *Grievances Policy - Parents* has detailed information about how members of the School parent community can raise and resolve grievances.
- 3.2 In practice, students should raise any grievances with a classroom teacher or any member of staff they feel comfortable speaking with, including:
- (a) If you are in the Junior School (P-4)
    - 1. Your classroom teacher
    - 2. A member of the Junior School leadership team
    - 3. The Head of Junior School
  - (b) If you are in the Middle School (5-8)
    - 1. Your Homeroom Teacher
    - 2. Your Year Coordinator or member of the Middle School leadership team
    - 3. The Head of Middle School
  - (c) If you are in the Senior School (9-12)
    - 1. Your House Tutor
    - 2. Your Head of House or member of the Senior School leadership team
    - 3. The Head of Senior School

- (d) Other Wellbeing staff, including the Dean of Studies or School Chaplain.
- (e) If your concern is about student safety and wellbeing, and you are not comfortable speaking with the staff referred to above, the School Psychologist, School Counsellor, Deputy Principal or Principal.
- (f) If your concern is about curriculum matters or staffing matters, the Head of Faculty or Year Group, Dean of Studies, Head of Sub-School or Deputy Principal.
- (g) If your concern is about a member of the School Leadership Team, the Deputy Principal.
- (h) If your concern is about the Deputy Principal, the Principal.
- (i) If your concern is about the Principal, the Chair of School Council.

3.3 The School's focus will be on understanding the nature of the problem raised, the people involved, and the options available to resolve the grievance.

## **4 GUIDING PRINCIPLES**

4.1 The guiding principles in the *Grievances Policy - Students* apply to students who raise a grievance with the School. In this regard, students can expect to:

- (a) Be treated with courtesy and respect.
- (b) Talk about their grievance with a member of staff, and be reminded that speaking up in good faith is the right thing to do.
- (c) Have the grievance taken seriously, considered impartially, and dealt with on the merits.
- (d) Be supported, including by the School Counsellor, School Psychologist, Year Coordinator, Head of House, or School Chaplain.
- (e) Not be victimised, or subjected to reprisal, for raising grievances in good faith.

4.2 In turn, the School expects that students, when raising a grievance, will:

- (a) Raise grievances in accordance with this policy, and as soon as possible after the event giving rise to the grievance has occurred.
- (b) Be open and honest when raising a grievance.
- (c) Advise an appropriate member of staff if they have any further concerns about the grievance, or feel that they are being treated differently for raising a grievance.
- (d) Be understanding and accepting of any outcome reached, being mindful that the School must sometimes manage the interests of a number of students and other individuals when making decisions, and may be privy to confidential information not known to the person raising the grievance.

4.3 Please note that the processes outlined in this policy are intended to be conciliatory, non-adversarial and non-legal.

## POLICY ADMINISTRATION

This policy will be reviewed periodically, or in the event of any information or incident that indicates the need for a review, or following relevant legislative or organisational change.

<b>Grievances Policy – Students</b>	
<b>Policy Version</b>	Version 2
<b>Date of Formulation</b>	June 2023
<b>Date of last review</b>	August 2023
<b>Date of next review</b>	August 2025
<b>Person's Responsible</b>	Charlotte Lush
<b>Position</b>	Deputy Principal
<b>Approved by the Principal</b>	