

## **STUDENT GRIEVANCE PROCEDURE**

Complaint resolution procedures can be implemented to address issues of concern including situations in which a person may feel embarrassed, uncomfortable, offended, afraid, or upset. Complaint resolution procedures can help in dealing with harassment or bullying.

Harassment is 'treating others in a way that makes them feel embarrassed, uncomfortable, offended, afraid or upset.'

Bullying "is an ongoing misuse of power in relationships through repeated verbal, physical and/or social behaviour that causes physical and/or psychological harm. It can involve an individual or a group misusing their power over one or more persons. Bullying can happen in person or online, and it can be obvious (overt) or hidden (covert).

The usual procedure to be followed in addressing a complaint 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 is a set of guidelines you may wish to consider. It is important that these grievances are kept confidential.

### **RESPONSIBILITIES of PARENTS**

Parents are required to:

- support their child to make a complaint through their class teacher
- be a positive role model for all children and if the complaint is unresolved follow the steps in the document "Raising a complaint with DECD" located on the school's website.

### **RESPONSIBILITIES of STUDENTS**

Students are required to follow the school's Code of Conduct

1. **Movement:** We move without disturbing either people or equipment.
2. **Communication:** We talk and listen in a way that respects other's rights.
3. **Treatment:** We treat all people and property with fairness and respect.
4. **Safety:** We work and play responsibly to ensure a safe environment.
5. **Problem Solving:** If we have a problem with another person we talk it over calmly.  
If we are unable to resolve the problem ourselves, we will seek help from an adult.
6. **Learning:** We respect the rights of all students to learn and for teachers to teach.

### **Student Complaint Procedures**

If a student has a concern or complaint, then they can:

1. Discuss it with the individual concerned or
2. Discuss it with their class teacher or trusted adult at school
3. With their class teacher discuss it with a Leadership Team member.

### **Parent Complaint Procedures**

See the document "Raising a complaint with DfE" located on the school's website.