



LAUNCESTON CHRISTIAN SCHOOL
in Christ wisdom and knowledge

LCS GRIEVANCE POLICY

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Resolution of Grievance Policy

For the resolution of grievances of employees and for the resolution of grievances against employees of the Association arising from parents, students and the general community

The primary focus of this 'Resolution of Grievance Policy' is the resolution of issues which relate to the educational program of the School. When concerns relate to allegations of physical or moral abuse reference should be made to the Launceston Christian School - Child Protection Policy.

Key principles

The Christian school is a community in the Biblical sense. Covenant, not contract builds community in the Christian school. ... Trust and cooperation characterise student, staff and community relationships. The principle of community - Christian love in action - means worshipping, sharing, encouraging and celebrating with Christian joy and hope (Launceston Christian School - Educational Purpose Statement - point 10).

As a community we cannot expect to be spared disputes and grievances. This is clearly acknowledged by our Lord who teaches us to first go to the fellow Christian who offends us before we take the matter any further (see *Matthew 18: 15 – 20*). In any event we must always act in love - out of concern for the spiritual, physical, emotion and material wellbeing of all concerned while seeking just and Christ honouring outcomes.

The Grievance Response Process

The existence of a problem does not always mean that someone has a grievance. In a healthy school community there will be many instances where different parties will work together in seeking the best way forward.

A grievance exists when one person or party has a complaint about another person's decision, action, or failure to act. The following is a four step process to be applied where one person has a complaint against a person who is employed by or acts on behalf of the School.

At any stage of the grievance process, either party may request mediation through the appointment of a mutually agreed mediator.

The Grievance RESPONSE Process

Step One	Informal Discussions
	<p>Informal and private attempts at resolution or reconciliation between the parties concerned.</p> <p>In the situation where a parent has a concern relating to the actions of a teacher, it is understood that the parent will raise their concerns, in the first instance, with the teacher involved.</p> <p>If the matter is resolved, no further action is needed.</p>

Step Two	<p>Formal Discussions</p> <p>Formal discussions held and a record kept. Others may be involved for support or as informal mediators.</p> <p>In the event that an issue between a parent and teacher is not resolved by 'Informal Discussion' it is understood that the matter will be referred to the respective Head of School and/or the Principal for Formal Discussion.</p> <p>If resolved, no further action.</p> <p>The Board of the school is kept informed of progress.</p>
Step Three	<p>Formal Mediation</p> <p>Agreed mediator listens to both sides and documents points of agreement and disagreement. Seeks reconciliation or a solution acceptable to both. If agreement is reached, no further action.</p> <p>The board of the school is kept informed of progress.</p>
Step Four	<p>External Arbitration</p> <p>Through the courts in civil matters, or the Industrial Relations Commission in staffing matters. The solution is no longer in the hands of the disputants</p>

Shared Understanding

In working through this process it is understood that:

- Confidentiality will be respected and maintained, as far as is possible, by all parties concerned. While all parties have a right to seek advice in confidence, no party will canvass - within the school community or beyond - to support or defend an allegation;
- The school, through its teachers, its Heads of School, the Principal and the Board will be open to the concerns of parents and pupils;
- Complaints will be received in a positive manner;
- Information that will assist in the resolution of a complaint will be clear and readily available;
- Concerns will be dealt with speedily and those who have raised them will be kept informed about progress;
- Pupils will not receive adverse treatment because they or their parents have raised a complaint;
- Clear confidential files and a logs will be kept;
- Resolution of the matter will be sought;
- Staff training will cover the handling of complaints.