



# Peregrine

## GRIEVANCE POLICY

Approved by Management Committee 2016

This policy has been developed in the interest of maintaining a supportive and productive environment for students, staff and parents at Peregrine. We strive to create an environment that fosters open and respectful communication between members of the school community. We recognise that from time to time conflict may arise and we urge the parties involved to work towards resolution as quickly as possible.

This approach is reflected in the accompanying Issues Resolution Process Flowcharts.

### Policy Aims:

- to address all grievance issues in a sensitive and appropriate manner,
- to actively work with complainants to address grievances,
- to seek positive outcome resolutions at all times,
- to comply with the School's Registration Board's Grievance Process guidelines.

### Policy:

1. Peregrine is committed to excellence in educational delivery and to the provision of supportive working and community environments. The school seeks to work with all people within its community in a constructive manner.
2. The school values direct communication between individuals and expects that individuals will bring concerns directly to the parties involved. The school expects that all reasonable efforts will be made by all parties to resolve the issue utilising the appropriate internal school process and in accordance with the school's Code of Conduct policy.
3. All issues between staff/parents/students/the general community and Peregrine will be subject to the School's internal resolution processes. The school will assist individuals with the presentation of grievances within these processes.
4. The School acknowledges Aggrieved Parties have recourse to resolution processes independent of the school at any stage of the Grievance Resolution process.
5. The school commits to resolving grievances as quickly as possible and has developed a time framework for action.

### Procedure

#### Informal Resolution Process

Most concerns will be able to be resolved using an informal process. An informal process involves talking with the person concerned as soon as possible. While it may be helpful to talk to a trusted support person, it is not helpful to share your grievance with others instead of following the grievance process.

When attempting to resolve the conflict, take time to consider the following:

- Talk to the person as soon as possible. Leaving things longer will only make it harder.
- Try to remain calm even though you may not feel that way. Writing down the problem will help to clarify whether the issue is a concern, complaint or grievance. Writing things down

particularly helps if there is more than one problem and may act as an “Aide memoir” at a later stage.

- Try to identify what outcome would resolve the situation for you.
- Choose a mutually convenient time to talk and do so in a private place, i.e. not in front of students or other adults.
- Remember that you have one side of an issue, others will have another side.
- Seek positive outcome resolution at all times.

If talking with the person concerned does not resolve the grievance, you may move to the formal resolution process.

#### Formal Resolution Process

A copy of the Grievance Policy will be provided any person lodging a grievance. A student should ask a parent or teacher to help them lodge their grievance.

The school will respond to any grievance within 48 hours and expects that any grievance process will take no longer than six weeks to complete. On receipt of any grievance, the school will provide a copy of the Grievance policy and relevant Resolution Process flowchart.

The formal resolution process involves arranging a meeting with the principal or a member of the Management Committee. A Management Committee Representative will be appointed at the first Committee Meeting after the AGM each year. This person will assist in facilitating and attempting to find a mutually satisfactory resolution between the parties involved in the conflict. If any aggrieved person feels that the Management Committee Representative is not appropriate in their particular case (i.e. due to conflict of interest), then the Committee should be contacted and they will appoint an appropriate person.

It may be appropriate for internal or external mediation between the parties to be arranged at any time in the process and the Management Committee may authorise this mediation to take place at the school’s expense. Any mediator must be acceptable to both parties.

If the Management Committee decides that the school grievance process has been exhausted or has broken down and resolution has not been achieved, the school may decide to take legal action.

The options of mediation or legal action remain open to both parties at any time.

#### **Distribution:**

1. This policy is to be given out along with the appropriate grievance process when any grievance is notified, or on application.
2. This policy is to be included in enrolment material provided to prospective parents.
3. The Parent Issue Resolution Process is to be published in the school newsletter at the beginning of each school year and available on the school website.
4. The Staff Issue Resolution Process is to be provided to new staff on appointment and displayed in the office in a prominent place.

#### **To be attached are the following grievance resolution flowcharts:**

- Community, parents, staff