

Ocean View College

Grievance Procedure

SCOPE

This Grievance Procedure is available to any member of the Ocean View College community (including students, parents/carers and staff) in circumstances where they believe, on reasonable grounds, that the action, behaviour or decision of another person(s) adversely impacts upon them within the College environment.

RATIONAL

At Ocean View College we believe that open communication and positive relationships are the key to a thriving community. As a school we are committed to providing and maintaining a safe, supportive, and respectful school environment that is underpinned by our values – Respect, Responsibility and Resilience.

From time to time, as in any people-oriented organisation, circumstances can arise that may result in conflict, perceived unfairness, and disagreement. The following procedure is designed to assist in the resolution of student, staff, and parent/carer grievances with a clear focus on mutual respect, and addressing matters in a calm and courteous manner.

STUDENTS	PARENTS/CARERS	STAFF
<ol style="list-style-type: none"> 1. Talk to the person directly about the problem at an appropriate time. 2. Talk to a teacher, SSO, Pastoral Care worker in the Primary Years or the Youth Worker in the Middle Years. 3. Make an appointment to talk with the Student Wellbeing Leader. 4. Make an appointment to talk with a member of the leadership team. 5. If the issue is unresolved, speak to your parent/carer who can then support you by following the steps as outlined. 	<ol style="list-style-type: none"> 1. Arrange a time to speak to the relevant teacher(s) about the issue of concern. It is not appropriate to approach other students regarding issues. 2. Please do not enter school classrooms or offices about a major grievance without prior arrangement. 3. Let the teacher or leader know what you consider to be the issue prior to the meeting. 4. If the grievance is not addressed arrange a time to speak with the relevant Head of School. 5. If you are still not satisfied that the issue has been addressed, make an appointment with the principal. 6. If the issue or complaint is still not resolved to a satisfactory manner, please make an appointment with the Education Director. 	<ol style="list-style-type: none"> 1. Arrange a time to speak to the person/s concerned. 2. Allow a reasonable timeframe for the issued to be addressed. 3. If the grievance is not resolved speak to: <ul style="list-style-type: none"> • Your line manager, or other relevant leader within the school site • A nominated grievance contact: <ol style="list-style-type: none"> i. WHS representative ii. Union representative iii. PAC (where appropriate) • Ask their support in addressing the grievance by: <ol style="list-style-type: none"> i. Acting as a mediator ii. Speaking to the person involved on your behalf. iii. Monitoring the situation iv. investigating your concerns. 4. If the issue is not resolved within a reasonable time and all steps of the grievance process have been attempted:

	<p>7. Parents/carers are encouraged to contact the Parent Complaint Unit on 1800 677 435 if all other avenues of support do not assist in resolving the matter of concern.</p>	<ul style="list-style-type: none"> • Put in writing to DfE / ED 155 or • Speak with the Principal directly <p>5. Contact the Education Director if the grievance concerns the Principal or other school leadership.</p> <p>6. Staff members are reminded that they may also contact the Employee Assistance Program (EAP) for support – phone 1300 277 924.</p>
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March 2023

Grievance Procedure Review

This procedure will be review in Term 4, 2023.