



**Mid North
Christian
College**

**Hope in
the Living
God**

LOCATION

43 Port Davis Road,
Locked Bag 2, Port Pirie
South Australia 5540

CONTACT

Phone 08 8632 4240
admin@midnorthcc.sa.edu.au
midnorthcc.sa.edu.au

Grievance Procedure

Background

Mid North Christian College (MNCC) is a community and, as such, there will be times when stakeholders will wish to make suggestions, may have a grievance, or raise a concern that has not been addressed satisfactorily. Mid North Christian College takes these issues seriously. The Grievance System is outlined briefly below to assist stakeholders, should such a need occur.

This document details principles applicable to and procedures to be followed with respect to the resolution of grievances and disputes.

Mid North Christian College prefers to use a Restorative Practices framework to resolve disputes and grievances. Restorative practices focus on the quality of relationships between members of the College community ensuring long term, significant relationships between all members of our community.

Restorative Practices means that we take a relational approach to solving problems, rather than apportioning blame and taking punitive action. Restorative Practices means that everyone involved reflects on the ways in which their attitudes, beliefs and behaviours may have contributed to the problem. Restorative Practices provides accountability by encouraging all parties to repair the harm, where appropriate, which provides restoration, builds relationships and encourages us to learn from the experience that led to the problem.

If, after following the Level One Grievance Process, with its emphasis on restorative practices, the staff member, parent or student is dissatisfied with the outcome, may move to the Level 2 Grievance Procedure, which involves a formal grievance or dispute and an investigation.

College staff will do their best to resolve disputes and grievances, as we have a commitment to continuous improvement, and we endeavour to provide a service which results in high levels of parent and student satisfaction.

Mid North Christian College staff, parents and students are able to make enquiries, raise concerns or lodge grievances and have these dealt with impartially, efficiently and with respect and courtesy. When raising concerns and lodging grievances, staff, parents and students are expected to exercise respect and courtesy towards College staff investigating the allegations.

The College will endeavour to ensure that grievances are handled promptly, sensitively and in accordance with restorative practices and the principles of natural justice and procedural fairness.

Grievances

Level 1

Staff, parents and students should meet with the person directly involved in the grievance before taking any further action. Please note: in the event that the other party has requested no contact or communication be made, aggrieved parties can go straight to Level Two.

If, after approaching the person directly involved, the concern is not resolved, an appointment should be made with the staff member's line manager, or the matter can be put in writing to the line manager.

If the matter is not resolved by meeting with the line manager, the staff member, student or parent/guardian may request a meeting with the Principal, or Chairperson of the Board if the grievance is with the Principal.

Level 2

Staff, parents and students who have followed Level One, but who are not satisfied with the outcome, can request a formal investigation into their concerns. An appointment should be made with the College Principal or the grievance



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needs to be put in writing. All written grievances will be acknowledged in writing, setting out a timeline and procedure for investigating the grievance. This level of grievance will be recorded in the Grievance register.

Each party must have the opportunity to present his/her version of the facts. Each party must be given fair opportunity to respond to information provided by the other party. All grievances and disputes must be investigated in a fair, professional and impartial manner, with no disadvantage to the complainant. The investigation must be appropriate to the circumstances. Decisions are made based on evidence provided. The outcome of the investigation will be communicated to all parties as soon as possible, providing reasons for any decisions to action taken.

Where an allegation is made against the Principal, the matter is to be reported directly to the College Board in writing to:

The Chair of the College Board

Mid North Christian College

Locked Bag 2 Port Pirie 5540

Following an investigation, the College will review policies, procedures and protocols in an endeavour to minimise the likelihood of further occurrences.

Level 3

If staff members, parents or students remain dissatisfied after bringing concerns to the College Principal, the matter may be referred in writing to the College Board:

The Chair of the College Board

Mid North Christian College

Locked Bag 2 Port Pirie 5540

The Board will investigate the grievance and report back to the complainant.

Neither the Minister for Education nor the Department for Education has any power to directly intervene in any grievances relating to the operations of a non-government school.

Discrimination or Harassment

The College is committed to applying principles, policies and procedures to the elimination of any form of unlawful discrimination or harassment.

A formal Discrimination or Harassment grievance can be given in person or in writing directly to the Principal or College leadership team.

All allegations will instigate an investigation, applying the principles of natural justice and procedural fairness set out in the Level Two of this procedure.

Following an investigation, if the allegation is found to have substance, the Principal will, in consultation with the Board and College legal advisors, take appropriate action. The outcome of the inquiry and action taken will be communicated to the parents and the student, or staff member involved.

Concerns/Grievances need to be addressed:

- by following the correct procedure;
- in a timely manner;
- in person or in writing (depending on the situation);



- with respect and confidentiality;
- with the people directly involved;
- with a willingness to engage in restorative practices.

**Grievances to the Board need to be in writing and addressed to the Chair of the Board*

Frequently asked questions

1. **“I don’t want to complain as such, but there is something bothering me. What should I do?”** We are all working towards the same purpose or goal – the education and well-being of the children within this community. If you have a concern, it is better to seek to have it resolved with the people immediately involved in the matter. This might be possible from a meeting, either formal or informal.
2. **“I am not sure whether to complain or not?”** If you have a concern, you are entitled to raise it with the College. If in doubt, remember we are here to help. Sometimes it is reassuring just to talk your concerns through with someone. If there is still no resolution you might want to seek a resolution through the Grievance Process.

3. Grievance Process

A. “How should I complain?”

When you issue a Level 2 grievance, it must be in writing. This may be as a letter or an email. Be as clear as possible about what is troubling you. All written grievances should be directed to the Board Chair/Principal and marked “Confidential”.

All written grievances will be recorded in a confidential grievance logbook including details of:

- i. Grievance made
- ii. Action taken
- iii. Outcome

Your grievance will be acknowledged in writing within 5 working days including an explanation of how the matter will proceed.

B. “What will happen next?”

- i. The matter will need to be investigated further before responding. You will be given a date by which time you will receive a response. If a detailed exploration of the issues is needed, a letter or report will be sent to you as quickly as possible. This letter will inform you of the outcome of the grievance. It will explain the conclusion, the reasons for it and any action taken or proposed.
- ii. The substance of the grievance will be conveyed to the person against whom the grievance is made.



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4. “What happens about confidentiality?”

Your grievance or concern will be treated as confidential and with respect. Knowledge of the issue will remain limited to the Principal and to those directly involved, which may include line managers. The Chairperson of the College Board may also need to be informed in some matters. It is a College procedure that grievances should not rebound adversely on anyone.

We cannot entirely rule out the need to make third parties outside the College aware of a grievance and possibly also the identities of those involved. This would only happen in a case where the person’s safety is at risk or where it became necessary to refer a matter to the Police. You would be fully informed.

5. “What if I am not satisfied with the outcome?”

We hope that you will feel satisfied with the outcome, or at least that your concerns have been heard and fully considered.

If you are not satisfied, the Principal will offer to refer the matter to the Chairperson of the College Board. Alternatively, you may wish to write directly to the Chairperson. The Chairperson will call for a full report from the Principal and will examine matters thoroughly with the Board before responding. The decision of the Board will be conveyed to you.

Related Policies and Documents

Grievance Policy

Privacy Policy

Parent and Visitor Code of Conduct

END OF PROCEDURE

Authorisations

Procedure Reviewer: Principal – Rachel Richardson

Approval by: Board

Board Approval required: Yes

New or Revised Policy: New

Approved date of Procedure: 31/8/23

Next Review date: August 2026