



- (a) Be treated with respect and courtesy.
- (b) Have their grievance taken seriously, considered impartially, and dealt with on the merits.
- (c) Have their grievance dealt with in a confidential and timely manner.
- (d) Have access to appropriate and easily understandable information regarding the grievance resolution process being followed by the School (including this policy).
- (e) Be supported by the School during the grievance handling process.
- (f) Be kept informed of the progress and outcome of the grievance.
- (g) Not be victimised, or subjected to reprisal, for raising grievances in good faith.

3.2 In return, the School expects that a member of the School community who raises a grievance will:

- (a) Treat others (including School staff, students and parents, both former and present) with respect and courtesy.
- (b) Raise grievances in the appropriate forum, having regard to the below framework, and as soon as possible after the event giving rise to the grievance has occurred.
- (c) Provide complete and factual information about the grievance.
- (d) Ask for assistance or further information as needed.
- (e) Act in good faith to achieve a reasonable outcome.
- (f) Be understanding and accepting of any outcome reached, being mindful that the School must sometimes manage the interests of a number of students and other individuals when making decisions, and may be privy to confidential information not known to the pers

- 5.1 At first instance, you should raise your concerns directly with the School. The School must be aware of a concern and of its substance in order to address it.
- 5.2 The School believes that a concern is often best resolved closest to its source, and when a concern relates to a student, encourages concerns to be raised with the relevant classroom teacher in the first instance.
- 5.3 However, depending on the nature and severity of an issue, and whether the classroom teacher has a conflict of interest, concerns may instead be raised directly with a senior staff member (including a member of the Executive Team). For guidance on who to contact, refer below.

Early Learning Centre Director	Mary Jones ELC student-related matters
Head of Eblana	Years F - 4 Junior School student-related matters
Head of Riviera	Years 5 – 6 Junior School student-related matters
Head of Bayview	Years 7 – 8 Middle School student-related matters
Head of Greenways	Year 9 Middle School student-related matters
Head of Frogmore	Years 10-12 Senior School student-related matters
Director of Learning and Teaching	Curriculum matters, staff related matters – whole school
Head of School Operations / Deputy Principal	Student wellbeing matters, whole school
Director of Business	Business operations or finance matters
Board Chair	Principal or a member of the Board matters

- 5.4 A student can directly raise concerns with their classroom teacher, Year Level Coordinator (or Deputy), House Coordinator or the relevant Head (or Deputy) of Campus, School Counsellor, Deputy Principal or the Principal.
- 5.5 The following considerations are relevant prior to, and when, raising a concern:
- (a) Clearly identify the issue or problem prior to contacting the School.





	Outcome	<p>The Board Chair will aim to communicate the outcome of a request for review in writing within forty-five (45) business days where practicable.</p> <p>The Board Chair will promptly report any requests for review, and relevant outcomes, to the Board.</p>

- 1.1 A grievance can be withdrawn at any stage during the processes outlined in this policy. A grievance can only be withdrawn by the person who made the complaint to the School.
- 1.2 Ideally, all grievances should be retracted in writing, however a dated notation on the School's systems, stating the grievance has been withdrawn verbally by the appropriate person can be made by a staff member at the School responsible for managing the grievance.
- 1.3 The School will notify affected parties if a grievance is withdrawn, where considered appropriate.
- 1.4 Regardless of a person's wish to withdraw a grievance, complaints that have disciplinary implications for a member of staff may still be followed up by the School.

- 2.1 The School is committed to dealing with grievances in accordance with the processes outlined in this policy. The School respects in some cases, complainants would prefer to remain anonymous and not put a name to their grievances.
- 2.2 The School treats grievances about the School, a staff member, a student's education and/or a student's wellbeing with the utmost importance, and will investigate such grievances raised to the fullest extent practicable. However, anonymity can make it difficult for the School to effectively resolve grievances (particularly where the School is being asked to accept an anonymous source's version of events) and are accordingly discouraged.

- 3.1 Grievances that have been previously addressed by the School or externally, or which were not raised with the School within a reasonable period of time (having regard to the nature of the relevant grievance), will not be considered in the absence of highly relevant new information and/or evidence coming to light.
- 3.2 The School does not tolerate vexatious grievances.

- 4.1 The School acknowledges that grievances relating to the School can also be made to an external body, such as the Victorian Registration & Qualifications Authority, or be the subject of legal action. However, the School encourages its community to raise any grievances, and work to resolve such matters, in accordance with the procedures outlined in this policy.

- 5.1 Appropriate confidentiality will be maintained by the School at all times when dealing with a grievance, with information only being provided to those who have a right or need to know.

6.1 The policy is available to parents, students and the School community via the [Policies | Mentone Grammar SCHOOL POLICIES](#) section of the