Camperdown College
Community Grievance Policy

Background / Rationale:

In order to provide students with the best possible learning environment, the school will use positive, clear and effective processes for resolving grievances raised by members of the school community. While it is not always possible to resolve an issue to the complete satisfaction of all parties, all grievance processes will focus on developing a fair and satisfactory outcome.

Aims:

- To provide clear, positive and fair processes that allow grievances to be aired and resolved in a timely and effective manner.
- To encourage parents to raise grievances directly with the school rather than in the wider community.
- To contribute to the building of strong relationships and increased understanding between school and home.

Implementation:

- To prevent unnecessary confusion or anxiety, Camperdown College will make every effort to provide clear, consultative and open communication to the school community. Members of the school community also have an obligation to read notices and newsletters, attend information sessions and seek clarification when required.
- The school will provide families with a copy of this Community Grievance Policy and the DEECD guidelines regarding parent complaints if requested.
- Members of the school community are encouraged to raise concerns directly with the College in order that steps can be taken to address such concerns.
- All grievances are to be kept confidential and away from social media.
- The beginning of the school day is not generally a suitable time for parents to raise concerns with teachers.
- Parents wishing to raise a concern should allow sufficient time for the matter to be discussed with the relevant staff member/s, as follows:
  - If the matter involves your child or a classroom related matter, write a note to the classroom teacher outlining your concerns or make an appointment to speak with the classroom teacher on the phone or in person.
  - If the matter is not satisfactorily resolved, make an appointment to see the team leader, Year Level Co-ordinator Campus Assistant Principal. In serious cases, the team leader, Year Level Co-ordinator or Assistant Principal may refer the matter directly to the Principal.
  - If the matter is not satisfactorily resolved, or the matter is of extreme concern, make an appointment to see the Principal.
  - If the matter involves issues beyond your child’s classroom, concerns about staff or issues of serious concern, outline your concerns in a letter to the Campus Assistant Principal or make an appointment to see the Campus Assistant Principal in person.

References:
If the matter is not satisfactorily resolved, or the matter is of extreme concern, make an appointment to see the Principal.

**If the matter is in relation to issues of school policy,** the concern should be outlined in writing to the Principal or School Council President.

While ‘in principle’ support may be sought through Parents and Friends Association or School Council, neither group is a conduit for community complaints. PFA and School Council will not become involved in classroom, confidential or personal issues, and will refer specific grievances about individuals to the appropriate channels for raising a grievance.

There is provision for a student to raise a concern or lodge a grievance directly with their classroom teacher, then with the team leader or Campus Assistant Principal if the matter is not satisfactorily resolved.

Participants attending a meeting to discuss a concern are able to be accompanied by another person in a support role.

All formal discussions and processes involving grievances will be documented.

The Principal and School Council President will use their judgement to determine whether they will act on anonymous complaints.

If a parent believes that their complaint has not been addressed satisfactorily through these channels, or wishes to raise a concern regarding the Principal, they are able to contact the Community Liaison Officer at the Regional Office.

**Evaluation:**

- This policy will be reviewed by the Policy and Development sub-committee of School Council as part of the school’s three year review cycle.

**This policy was last ratified by School Council in August 2015.**

**Appendix (updated July 2015):**

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<thead>
<tr>
<th>Contact details</th>
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<tbody>
<tr>
<td>Principal</td>
<td>Cherie Kilpatrick</td>
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<tr>
<td>School Council President</td>
<td>Mel Micallef</td>
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<tr>
<td>DET (Department of Education and Training) South-Western Region</td>
<td>Community Liaison Officer 52251000</td>
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**Junior Campus**

- Assistant Principal – Junior Campus: Clare Monk
- Prep–2 Team Leader: Jacinta Tolland
- Year 3-6 Team Leader: Graeme Bennett

**Senior Campus**

- Assistant Principal – Senior Campus (Wilson St): Vicki Angus
- Year 7-8 Year Level Co-ordinator: Amanda Black
- Year 9-10 Year Level Co-ordinator: Jodie McKenzie
- Year 11-12 Year Level Co-ordinator: Sue Maskell