



GRIEVANCE PROCEDURE

The College Grievance Procedure is designed to encourage people to pass their concerns on to the appropriate person and achieve a resolution.

1. We believe it is important that all people in this community feel safe, secure and happy.
2. Good relationships between people are essential so that we can all get on with achieving our best in all areas – Academic, sporting and cultural. When our relationships are respectful, happy ones and we observe our School Code of Conduct, we can expect:
 - Quality learning outcomes for students
 - Quality teaching programmes
 - Positive role modelling in behaviour and work ethic
 - A safe, secure and happy school climate for everyone
3. However, there will come occasions when people feel upset, harassed and hurt and they will need help and support.
4. The school's grievance procedure is for students, parents and staff to reach solutions to such problems and concerns.
5. If a person feels they cannot deal with the matter alone, then it is recommended that they seek an appropriate support person to help them. The Learning and Wellbeing Coordinator is available as a key person to help in the process.
6. In this whole process, it is expected that the 'Code of Conduct' is observed in terms of communication, courtesy, dignity, respect and fairness.
7. The spirit of this procedure is to attempt to resolve conflict in a 'win/win' manner.

