



Student Grievance Policy

College Mission

Cabra Dominican College is a Catholic school in the Dominican tradition. It strives to provide an environment that nurtures and develops young people's unique gifts: liberating them in the search for truth and empowering them to create a better world. Cabra Dominican College is committed to providing an environment in which all students feel welcomed, safe and valued.

Context

In realising its mission Cabra acknowledges that at times students may be concerned about something at the College or have a grievance and wish to speak to someone about it. They may also want their parents/caregivers to be involved and to make the initial contact with the College. This policy is designed to provide students and families with the scope on how to resolve any issues that prevent students from making the most of their time at Cabra.

Policy Statement

Cabra Dominican College is committed to maintaining an environment which is trusting, safe, welcoming, open and promotes effective communication.

Cabra Dominican College:

- recognises that there may be occasions when a student or parent/caregiver perceives that there has been an unfair or inappropriate response to a school issue;
- is committed to resolving all student and parent grievances through effective, fair and impartial procedures.

A grievance refers to a situation where an individual believes that a student, staff member, parent/caregiver or any other member of the College community has acted outside of the normal policies and practices that the College promotes and expects.

Scope

This policy applies to all students, parents/caregivers and is supported by staff working within or for Cabra Dominican College.

Principles

Cabra aims to create a supportive environment in which students are empowered to be young men and women of truth, hope and integrity. Students are encouraged to respect and support the rights of others and develop positive, respectful relationships. Particular attention is provided to nurture relationships and reconciliation within the Restorative Framework. Cabra is a place where the opportunity for learning and growth is at the heart of our student behaviour management.

At Cabra we aim to provide a harmonious, positive and productive learning environment. When possible, we use a restorative approach when working through issues and seek to resolve grievances fairly, efficiently, promptly and in accordance with related legislation. This approach looks at what happened, who has been affected and in what way, as well as what needs to happen to make things right. It aims to educate students towards self-directed right behaviour, which respects, promotes, nurtures and protects healthy relationships. It focuses on relationships and personal accountability through reflection and is based on the following six principles:

1. Focus on the relationship and how people are affected;
2. Restore damaged relationships;
3. Talk about the behaviour without blaming or becoming personal;
4. See mistakes and misbehaviour as an opportunity for learning;
5. Accept ambiguity;
6. Be future-focused and talk about how to make things right.

Students and parent/caregivers who have a concern or grievance are encouraged in the first instance to raise the matter directly with the relevant staff member. If that is not appropriate or desirable, contact should be made with the student's Home Class teacher, House Leader or trusted adult. When unsure, we suggest parents/caregivers make contact with us at Front Reception, who will then direct the call to the appropriate person.

Responsibilities

Students will:

- raise concerns with a trusted adult or staff member;
- maintain confidentiality;
- avoid using social media as a platform for grievances.

Parents/caregivers will:

- raise concerns with a relevant staff member in a respectful and timely manner;
- work in partnership with the school to support good outcomes for all and promote personal responsibility;
- reinforce positive and responsible behaviour;
- provide a supportive environment for their children.

Staff will:

- treat students' concerns sensitively and confidentially;
- acknowledge receipt of the complaint in a timely manner;
- investigate the effectiveness of outcomes;
- notify House Leader when issues are ongoing, unresolved and/or serious;
- be a role model for all members of the community by treating others with respect;
- implement the College policy in a fair, responsible and consistent manner;
- use a restorative approach when working with student behaviour issues;
- educate students towards self-directed right behaviour that respects, promotes, nurtures and protects healthy relationships;
- be positive and authentic in their disposition towards young people and their families;
- follow the CABRA Principles for Working Together;
- engage in ongoing professional learning;
- maintain accurate records as necessary.

Executive Leadership will:

- ensure policies and procedures are in place;
- ensure Student and Staff Handbooks reflect current practices, policies and procedures;
- ensure that all grievances will support and uphold procedural fairness and be addressed in a timely and confidential manner;
- promote models of behaviour between school personnel and students based on mutual respect and consideration
- ensure that the College is adequately resourced;
- ensure that all grievances are dealt with from a position of empathy and impartiality
- ensure the College's policies, procedures, systems and processes enable the development of personal responsibility;
- be involved in the management of instances which may involve suspension/mandatory notification/police notification;
- support House Leaders and staff with persistent breaches of policy by students;
- maintain accurate records as necessary.

House Leaders, the Diverse Learning Team, and/or a member of Executive Leadership may become involved to help resolve a concern or offer further advice on support available. The Principal may become involved when issues are ongoing, unresolved and/or serious.

Related Documents and References

- CESA/AISSA/DECD Protective Practices information for Parents and Caregivers (2017)

- SACCS Duty of Care Policy (2014)
- SACCS Behaviour Education and Personal Responsibility Policy (2010)
- Cabra Student Grievance Procedures
- Cabra Bullying and Harassment Prevention Policy
- Cabra Principles for Working Together
- Cabra Dominican College Student Handbook
- Cabra Dominican College Staff Handbook

Policy Title: Student Grievance Policy
Ratified by Executive Leadership: 2018
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