

Grievance Policy (Student)

1 Context

- 1.1 Cabra Dominican College is committed to working with students, parents and caregivers, and Employees in a manner which upholds the importance of building and maintaining positive relationships. An integral part of this process is providing an environment where each community member is recognised and respected as a unique individual with rights and responsibilities.
- 1.2 Part of this commitment involves ensuring students have access to processes that allow for grievances to be managed appropriately, promptly, fairly and with sensitivity. In doing so, we seek to ensure that our students feel empowered, supported and heard throughout their educational journey at the College, especially when raising grievances with us.
- 1.3 Cabra Dominican College takes all complaints and concerns received from students seriously. Consistent with this commitment, this policy outlines the College's approach to addressing student grievances.

2 Scope

- 2.1 This policy applies to all students of Cabra Dominican College.

3 Framework

- 3.1 The College's [Grievance Policy \(Community\)](#) details information about how members of the College community can raise and resolve grievances.
- 3.2 In practice, students should raise any grievances with a classroom teacher or any member of staff they feel comfortable speaking with, including:
 - a) House Leader
 - b) Director of Student Wellbeing or other Wellbeing staff.
 - c) If your concern is about student safety and wellbeing, and you are not comfortable speaking with the staff referred to above, the Deputy Principal: Student Wellbeing and Leadership.
 - d) If your concern is about curriculum matters or staffing matters, the Deputy Principal: Learning and Teaching or Director of Learning and Teaching.
 - e) If your concern is about a member of the College Executive Leadership Team, the Principal.
 - f) If your concern is about the Principal, the Board Chair.
- 3.3 The College's focus will be on understanding the nature of the problem raised, the people involved, and the options available to resolve the grievance.

4 Guiding Principles

- 4.1 The guiding principles in the Grievances Policy apply to students who raise a grievance with the College. In this regard, students can expect to:
- a) Be treated with courtesy and respect.
 - b) Talk about their grievance in confidence with a member of staff and be reminded that speaking up in good faith is the right thing to do (as this is not dobbing).
 - c) Have the grievance taken seriously, considered impartially, and dealt with on the merits.
 - d) Be supported, including by the College Counsellors, House Leaders, and other Wellbeing staff.
 - e) Not be victimised, or subjected to reprisal, for raising grievances in good faith.
- 4.2 In turn, the College expects that students, when raising a grievance, will:
- a) Raise grievances in accordance with this policy, and as soon as possible after the event giving rise to the grievance has occurred.
 - b) Be open and honest when raising a grievance.
 - c) Advise an appropriate member of staff if they have any further concerns about the grievance or feel that they are being treated differently for raising a grievance.
 - d) Be understanding and accepting of any outcome reached, being mindful that the College 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 person raising the grievance.
- 4.3 Please note that the processes outlined in this policy are intended to be conciliatory, non-adversarial and non-legal.

5 Revision Record

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