



Grievances Policy - Students

1 Overview

- 1.1 Gippsland Grammar (the **School**) is committed to ensuring an environment of tolerance and support, respecting differing learning styles and celebrating student achievements.
- 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 School, especially when raising grievances with us.
- 1.3 Consistent with this commitment, this policy outlines the School's approach to addressing student grievances.

2 Scope and purpose

- 2.1 This policy applies to all students of the School. This includes international students or students who reside in our boarding facility Blackwood House.

3 Framework

- 3.1 The School's Grievances Policy has detailed information about how members of the School 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) Your Head of Year.
 - (b) The School Counsellor.
 - (c) If you are in the Early Learning Centre, the Director of Early Learning Centre (St Anne's and Bairnsdale Campuses).
 - (d) If you are in Foundation – Year 6, the Head of Junior School (St Anne's or Bairnsdale Campuses).
 - (e) If you are in Years 7 - 12; the Head of Garnsey Campus.
 - (f) If your concern is about the Head of Boarding or boarding house staff, speak with your Head of Year or School Counsellor. You could also speak with the International Coordinator if you are an international student staying in our boarding house. The International Coordinator can also assist in supporting you or your parents/guardians to understand the process involved if language barriers occur.
 - (g) If your concern is about student safety and wellbeing, and you are not comfortable speaking with the staff referred to above, the Principal.
 - (h) If your concern is about curriculum matters or staffing matters, the Deputy Principal
 - (i) If your concern is about a member of the Leadership Team, the Principal.

3.3 The School'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 School. 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 School Counsellor.
- (e) Not be victimised, or subjected to reprisal, for raising grievances in good faith.

4.2 In turn, the School 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 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 person raising the grievance.

5 Review

5.1 This policy will be reviewed every two years in accordance with the School's review cycle, or more frequently as required and is endorsed by the School Board.

Version	Authorised by	Approval Date	Effective Date	Sections Modified
1	Principal	May 2022	May 2022	All
2	Principal	October 2023	October 2023	2.1 inclusion of international and boarding students. 3.2 (f) addition