



A & L ROYAL ACADEMY GRIEVANCES AND COMPLAINTS POLICY PROCEDURAL FAIRNESS POLICY AND PROCEDURES

Aim

The overriding aim of all decisions taken at A & L Royal Academy is to act in the best interest of both the school and the individual members of the school community.

Mindful of inevitable conflicts that occur in the course of the management of a school, management and teachers are therefore guided by the principles of procedural fairness as outlined below.

Policy

In all cases of conflicts between individuals, be they staff members or students, and authorities of the school, such as school management or the Principal, the principles of procedural fairness are to be applied. They include:

- The right to know which specific allegations have been made
- The right to know the process by which the matter will be considered
- The right to respond to the allegations
- The right to know the procedures for seeking a review of a decision made in response to allegations
- The right to impartiality in an investigation and decision-making
- The right to a bias-free decision-making process

Procedure

(a) conflicts between Staff and School Management

- staff member to be informed of specific allegation in writing by the Principal
- staff member to be invited to submit in writing a statement in response to specific allegations
- principal to investigate allegations, where appropriate and possible with the help of the Director
- Principal to interview staff member in the presence of the Director
- witness statements, where appropriate, to be presented to staff member in writing maintaining confidentiality of witness
- staff member to be given the opportunity to have a representative present in interviews with the School Management

(b) conflicts between Students and Teachers/School Management

The specifics are regulated by the school's discipline policy and internal regulations. The general procedures with regards to procedural fairness will always include the following:

- allegations are to be substantiated in writing to the Principal
- the Principal is to inform the student of an alleged breach of the school's discipline code
- the student is to be given the opportunity to make a statement pertaining to the alleged breach
- the student must be given the opportunity to have an authority of his/her choice (parent/teacher/principal) present during the interview
- prior to a decision by the Principal, the student is to be informed about the possibility and procedure of a review of the decision

Rationale:

Our school has both a desire and a responsibility to ensure that high standards of conduct are maintained by staff and students at all times, and that grievances are managed and resolved fairly, efficiently and promptly.

Aim:

To provide a harmonious, positive and productive school environment.

Implementation:

Step 1: Talk to the other person involved in the complaint

An example might be a grievance between a parent and a teacher. The first step is for the parent to speak to the teacher privately (or parent to parent or teacher to teacher, etc.). In the case of a student/teacher complaint, it would be most appropriate for the child's parents to be involved on his/her behalf.

Step 2: Take someone else with you

If the person has still not listened in step 1, then take along another person. This could be another parent, another staff member or the Principal. This will be a three-way conversation to air the grievance. If step 3 is to eventuate, then the Principal must be involved.

Note : Step 1 must be completed first.

Step 3: Take it to the Management Team

In the context of the school, the next step is to take the grievance to the School Board. This might be a letter of complaint but the School Board will probably require that both parties meet with them and present the grievance. The Principal or School Board will refer the matter back to the person making the complaint if the first two steps have not been carried out. However, there are possible circumstances where a matter is so serious or urgent that steps 1 and 2 could be bypassed.

Notes :

1. Step 1 not only requires a person to first talk to the other person he/she has a complaint against, it also strongly implies that the person should listen.

2. it is fairly normal that people from time to time will have disagreements and conflict with one another. Conflict can be destructive or creative depending on how we handle it. It may sometimes be helpful to try and reach an understanding of another person's point of view.
3. Some of the destructive ways are to spread gossip and slander about the other person. Another destructive way is to do nothing and this often leaves a festering wound which eventually erupts.
4. A conflict between the different members of our school community that is not managed affects the whole community

Complaints and Appeals Policy (including International Students)

The purpose of A & L Royal Academy's Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint. These internal procedures are a conciliatory and non-legal process.

- In the first instance, A & L Royal Academy requests there is an attempt to informally resolve the issue. If this is unsatisfactory or does not result in a resolution of the matter, the School's internal formal complaints handling procedure will be followed.
- The process of this grievance procedure is confidential and any complaints are a matter between the parties concerned and those directly involved in the complaints handling process.
- If the student or parent(s)/legal guardian remain dissatisfied with the outcome, the School will advise of access to an independent external appeals process.
- Grievances brought by a student against another student will be dealt with under A & L Royal Academy's Code of Conduct.
- For conditions which apply to handling of a complaint or appeal arising from the school's suspension or cancellation of a student's studies, please see Section 7 of the School's Deferment, Suspension and Cancellation Policy.

1) Students

- a) Students should contact the student's teacher in the first instance to attempt mediation/informal resolution of the complaint.
- b) If the matter cannot be resolved through mediation, the matter will be referred to the Principal. For specific issues for example, Homestay issues will be directed to the Homestay Coordinator, academic issues to the Principal.
- c) At this point, the student should notify the school in writing of the nature and details of the complaint (See School Grievance Appeal Form below).
- d) Each complainant has the opportunity to present his/her case to the Principal/other. Students may be accompanied by a support person.
- e) The formal complaints process will commence within 10 working days of the lodgement of the complaint with the Principal/other.

- f) Once the Principal has come to a decision regarding the complaint, the student will be informed in writing of the outcome and the reasons for the outcome.
- g) If the complaints procedure finds in favour of the student, A & L Royal Academy will immediately implement the decision and any corrective and preventative action required.
- h) If the complaints procedure does not find in favour of the student or the student is dissatisfied with the result of the complaints procedure, he/she will be informed of the external complaints and appeals process available to them.
- i) A & L Royal Academy undertakes to finalise all grievance procedures within 10 working days where possible.
- j) For the duration of the appeals process, the student is required to maintain enrolment and attendance at all classes as normal.

2) Parent(s)/Legal guardians

- a) Parent(s)/legal guardians should contact the Teacher/Principal/Homestay Coordinator in the first instance to attempt mediation/informal resolution of the complaint.
- b) If the matter cannot be resolved through mediation, it will be referred to the Principal/other. For specific issues for example, Homestay issues will be directed to the Homestay Coordinator, academic issues to the Principal.
- c) At this point, parent(s)/legal guardians must notify the school in writing of the nature and details of the complaint.
- d) Each complainant has the opportunity to present their case to the Principal/other. Parent(s)/legal guardians may be accompanied by a support person.
- e) A & L Royal Academy's internal formal complaints process will commence within 10 working days of the lodgement of the complaint with the Principal/other.
- f) Once the Principal has come to a decision regarding the complaint, the parent(s)/legal guardian will be informed in writing of the outcome and the reasons for the outcome.
- g) If the complaints procedure finds in favour of the parent(s)/legal guardian the School will immediately implement the decision and any corrective and preventative action required.
- h) If the complaints procedure does not find in favour of the parent(s)/legal guardian or the parent(s)/legal guardian is dissatisfied with the result of the complaints procedure, the School will advise of the external complaints and appeals process available to them at minimal or no cost.
- i) A & L Royal Academy undertakes to finalise all grievance procedures within 10 working days.

3) Definitions

a) Working Day – *any day other than a Saturday, Sunday or public holiday during term time*

b) Student – *a student enrolled at A & L Royal Academy*

c) Support person – *a friend/teacher/relative not involved in the grievance* [Schools could note in the definition that lawyers and/or education agents are not acceptable support persons at this stage of the complaints handling process]

GRIEVANCE APPEAL FORM (including INTERNATIONAL STUDENTS)

This form is to be completed by International Students who have a complaint, grievance or issue that has not been previously resolved within the School's Complaints and Appeals Policy.

Students will be advised of the outcome within 10 working days following lodgement of this form.

STUDENT: _____

COURSE/LEVEL: _____ **CLASS:** _____

DATE of Grievance Appeal: _____

Brief Outline of Grievance or Concern:

SUPPORTING EVIDENCE:

1. *Medical Certificate Attached (Circle Correct Answer)* YES NO

2. *Parental Note Attached* YES NO

3. *Other supporting evidence also attached* YES NO

SIGNATURE OF STUDENT: _____ **DATE:** _____

SIGNATURE OF PARENT/GUARDIAN: _____ **DATE:** _____

HOMESTAY COORDINATOR CONSULTED YES NO

VISA: _____

RECOMMENDATIONS OF THE PRINCIPAL

OUTCOME OF APPEAL

AUTHORISATION OF PRINCIPAL _____ *Date:* _____

Student notified of outcome by whom: _____ *Date:* _____

Attach copy of notification to this form

Copy Student Record

Grievances and Complaints Policy (for parents)

Rationale:

Our school has both a desire and a responsibility to ensure that high standards of conduct are maintained by staff, students and parents at all times, and that grievances are managed and resolved fairly, efficiently and promptly.

The purpose of A & L Royal Academy's Grievances and Complaints Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint. These internal procedures are a conciliatory and non-legal process.

- In the first instance, A & L Royal Academy requests there is an attempt to informally resolve the issue. If this is unsatisfactory or does not result in a resolution of the matter, the School's internal formal complaints handling procedure will be followed.
- The process of this grievance procedure is confidential and any complaints are a matter between the parties concerned and those directly involved in the complaints handling process.
- If the student or parent(s)/legal guardian remain dissatisfied with the outcome, the School will advise of access to an independent external appeals process.
- Grievances brought by a student against another student will be dealt with under A & L Royal Academy's Code of Conduct.
- For conditions which apply to handling of a complaint or appeal arising from the school's suspension or cancellation of a student's studies, please see the School's Deferment, Suspension and Cancellation Policy.

Aim:

To provide a harmonious, positive and productive school environment.

1) Implementation:

a) Parent(s)/legal guardians must **notify the school in writing** of the nature and details of the complaint. Alternatively, call the school to **make an appointment for an interview** with the Principal and/or Primary Director to discuss the grievance.

b) **Interview with the Principal and/or Director at school.** Ideally, both parents should be present at this interview. Each complainant has the opportunity to present their case to the Principal/Primary Director. Parent(s)/legal guardians may be accompanied by a support person.

c) A & L Royal Academy's internal formal complaints process will aim to be resolved within 10 working days of the lodgement of the complaint with the Principal/Director. At this stage, a strategy will be implemented to deal with the grievance based on student's needs. This may involve interviewing students, contacting other parties involved (such as other parents or teachers and support staff) at the interviewer's discretion.

d) Once the Principal/Director has come to a decision regarding the complaint, the parent(s)/legal guardian will be invited to an interview and informed in writing of the outcome and the reasons for the outcome.

e) If the complaints procedure finds in favour of the parent(s)/legal guardian the School will immediately implement the decision and any corrective and preventative action required.

f) If the complaints procedure does not find in favour of the parent(s)/legal guardian or the parent(s)/legal guardian is dissatisfied with the result of the complaints procedure, the School will advise of the external complaints and appeals process available to them at minimal or no cost.

Parents are asked to remain calm when dealing with grievance issues. While emotions such as anger and outrage may prevail, these are not conducive to negotiation and resolution. Violent and aggressive behaviour will not be tolerated and parents will be asked to leave the school premises

4) Definitions:

a) Working Day – *any day other than a Saturday, Sunday or public holiday during term time*

b) Student – *a student enrolled at A & L Royal Academy*

c) Support person – *a friend/teacher/relative not involved in the grievance* [Schools could note in the definition that lawyers and/or education agents are not acceptable support persons at this stage of the complaints handling process]

GRIEVANCE APPEAL FORM

This form is to be completed by parents who have a complaint, grievance or issue that has not been previously resolved within the School's Grievance and Complaints Policy.

Parents will be advised of the outcome within 10 working days following lodgement of this form.

STUDENT'S NAME: _____

CLASS: _____

DATE of Grievance Appeal: _____

Brief Outline of Grievance or Concern:

SUPPORTING EVIDENCE:

- 1. Medical Certificate Attached (Please Circle) YES NO
- 2. Parental Note Attached YES NO
- 3. Other supporting evidence also attached YES NO

SIGNATURE OF STUDENT: _____ **DATE:** _____

SIGNATURE OF PARENT/GUARDIAN: _____ **DATE:** _____

RECOMMENDATIONS OF THE PRINCIPAL / PRIMARY DIRECTOR

OUTCOME OF APPEAL

AUTHORISATION OF PRINCIPAL _____ **Date:** _____

Attach copy of notification to this form

Copy Student Record