



Burrabadine Christian Community School COMPLAINTS OR GRIEVANCES POLICY

January, 2019

For Burrabadine Cornerstone Christian School to be known as Burrabadine Christian Community School when the company receives a certificate from the Minister.

INTRODUCTION

As a community that has embraced the teaching of Jesus Christ, Burrabadine Christian Community School (BCCS) is committed to dealing with all people with integrity, fairness and compassion. What may offend one person may be regarded as inoffensive by another and each person's perception of a situation must be respected. In all cases, the resolution of a complaint or grievance must be consistent with the philosophy, policy and procedures of Burrabadine Christian Community School.

POLICY

BCCS has in place and implements processes whereby students and parents/carers can raise complaints or grievances and have these responded to in a safe and supportive environment where risk of harm is minimised, and students feel secure.

A complaint may be a grievance, expression of dissatisfaction or a formal allegation raised by students or parents/carers. BCCS procedures seek to address and resolve such issues in an appropriate and timely way. Wherever possible restorative practices will be used to facilitate conflict resolution.

All parties involved in a complaint will be expected to maintain confidentiality, to be sensitive, and show respect for all individuals who may be involved in the process in anyway. Unconstructive confrontation should be avoided, whereas mutual respect and understanding are to be maintained. Every effort will be made to reach a conciliatory and satisfactory agreement for all parties concerned. If the complaint is made by a parent/carer, their child's enrolment will be maintained throughout the grievance process.

Most complaints are best resolved in the normal relationships of a school community committed to integrity, fairness and compassion. The matter should first be raised, where appropriate, with the person involved. If your complaint cannot be resolved directly with the person you should submit the details of the matter in writing to the Principal.

If the complaint is about the Principal, or there is an obvious conflict of interest, the details of the complaint should be emailed to the Chairperson of the board at boardchair@bccs.cornerstone.edu.au .

When a complaint is received, the Principal will:

- record and lodge the complaint in the complaints register in the secure complaints and grievances file in the Principal's Office.
- decide how the complaint will be managed and by whom (delegate)

Where it is believed that objective assessment of the matter(s) raised may be difficult due to close relationships or perceived biases, the matter will be referred to the Chairperson of the Board.