



School for Rudolf Steiner Education Ltd

**(510) Communication and Grievance Policy**

# Communication and Grievance Policy (510)

Date Approved	19 March 2014	Date of next Review	March 2022
Approved By	College of Teachers Board of Directors		
Custodian	Head of School		
Relating documents and Forms	511 Communication Procedure 512 Grievance Procedure 513 Complaint Resolution Procedure 514 Mediation Procedure.		
References and Legislation	Freedom of Information Act 1982 Privacy Act 2014		

## (510) Communication and Grievance Policy

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### 1. Overview

This Policy aims to facilitate the smooth functioning of the school and to assist students, staff and parents to work successfully together. The guidelines complement the regular, informal communications that already take place between members of the school community.

Lorien Novalis School is committed to good communications and the efficient and fair resolution of grievances and complaints. The school acknowledges the right of teachers, parents and students to make complaints and to have their complaints handled by the school. The school understands that complainants can provide useful feedback and will endeavour to resolve genuine complaints in a positive and constructive manner.

The purpose of this policy is to provide processes for the effective management and resolution of grievances and complaints within the school and to define the procedure to be used in the acknowledgement, recording, tracking and resolution of complaints.

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## 2. Scope

### 2.1 Grievances/complaints that can be dealt with under this policy and procedures.

Grievances/complaints that can be dealt with under this policy and procedures are any staff, parent or student grievances or complaints, except those listed in 2.2 (Grievances/complaints for which this policy is not applicable) below, relating to any decision, act or omission by a member of the school community, which is alleged to be wrong, mistaken, unjust or discriminatory.

### 2.2 Grievances/complaints for which this policy is not applicable.

Grievances or complaints in relation to the following are not to be dealt with under this policy and may be resolved using other mechanisms as appropriate.

#### 2.2.1 Staff

- Appointments
- Breaches of Awards and Conditions of Employment
- Promotions, reclassification and allowances
- Matters of WHS Procedures for termination on the grounds of ill-health
- Any matter that has, or in the opinion of the Leadership Team, is likely to lead to prosecution
- Any matter which is subject to specific legislation, such as Privacy and FOI Act

#### 2.2.2 Students

- Assessment of performance
- Matters covered by the WHS Legislation
- Misconduct
- Any matter of child protection
- Any matter that has, or in the opinion of the Leadership Team, is likely to lead to prosecution

#### 2.2.3 Parents

- Assessment of performance of a student in their care
- Any matter which is subject to specific legislation, such as Privacy and FOI Act
- Matters covered by the WHS and Safety legislation
- Misconduct
- Any matter that has, or in the opinion of the Leadership Team, is likely to lead to

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prosecution;

### 3. Definitions and/or Legislation

A grievance is an actual or supposed circumstance regarded as just cause for complaint.

A complaint is a verbal or written expression of a grievance and generally expresses dissatisfaction with a decision, act or omission by a member of the school community, which is alleged to be wrong, mistaken, unjust or discriminatory.

A complex complaint is a complaint that cannot be resolved immediately by the person receiving the complaint.

A formal complaint is a written complaint received by the school. A formal complaint may be received via a complaints form or by letter, fax or email.

A complainant is a person or organisation making a complaint. A complainant may be a parent, student, teacher or other staff member or a person or organisation from outside the school community.

A vexatious complaint is a complaint based on inaccurate, misleading, malicious or false accusations that are not substantiated and/or do not constitute reasonable grounds for complaint.

A dispute is a pursued unsatisfied complaint.

The Leadership Team is defined as the Head of School, Head of High School, Head of Primary and the Finance Manager

### 4. Policy framework

#### 4.1 Handling Complaints

Complaints must be handled generally in accordance with the provisions of AS ISO 10002-2006 'Guidelines for complaints handling in organizations', in particular relating to:

Confidentiality  
Thoroughness  
Impartiality  
Fairness  
Timeliness and

In according with *511 Communication Procedure, 512 Grievance Procedure, 513 Complaint Resolution Procedure and 514 Mediation Procedure.*

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## 5. Responsibilities

All staff are responsible for ensuring that the requirements of this policy are met and the correct procedures are followed appropriately.

The Leadership Team is responsible for the resolution of complaints.

The Head of School is responsible for maintaining the Issues Log.

Staff and teachers are responsible for completing the WHS Incident Report Form and Accidents Report.

## 6. Version Control

Version Control	Date Effective	Approved By	Amendment
1	01/03/2002	College of Teachers	First Version
2	23/06/2010	College of Teachers	Major review and rewrite
3	March 2014		Divide into Policy and Procedures
4	Feb 2019	HoS	Renaming of positions