

COMPLAINTS AND GRIEVANCES POLICY - STUDENTS

PRESHIL VALUES FRAMEWORK

We treat each other with respect and kindness.

We have the courage to grow and improve, and

We are a community that collaborates.

PRESHIL VISION STATEMENT

At our core remains an unshakeable commitment to encouraging all children to progress at their own pace towards their own goals and to be respected as individuals in their own right. As global citizens, we encourage an awareness of world issues and encourage efforts to make a positive difference. We believe that education should prepare students to be thoughtful, peace-loving and active citizens of the world. Preshil will remain a school that puts kindness, compassion and social relationships at the centre of its operations.

INTRODUCTION

Preshil is committed to ensuring a safe and healthy environment characterised by tolerance and support, which also respects different learning styles and celebrates diversity and inclusion. This commitment ensures that students have access to processes that allow for grievances to be managed appropriately, promptly, fairly and with sensitivity. In doing so we ensure that our students feel empowered, supported, and heard throughout their educational journey at the School, especially when raising grievances with us.

The School takes all complaints and concerns received from students seriously. Consistent with this commitment, this policy outlines the School's approach to addressing student grievances. This policy applies to all students at the School.

FRAMEWORK

The School Grievances Policy (Community) has detailed information about how members of the School community can raise and resolve grievances. In practice, students should raise their concerns with a classroom teacher or any member of staff they feel comfortable with, including:

- (a) Your Year Level Coordinator
- (b) A member of the Student Services Team including
 - (i) The Inclusive Education Leader or a member of the Inclusive Education Team (Coordinators or Learning Assistants)
 - (ii) The Student Youth Worker or
 - (iii) The Student Counsellor
- (c) If you are in the Primary School - **the Arlington Head of Campus, Cressida**
- (d) If you are in the Secondary School - **the BK Head of Campus, Karoline**
- (e) If your concern is about student safety and wellbeing, and you are not comfortable speaking with the staff referred to above - **the Principal**.
- (f) If your concern is about International Baccalaureate curriculum or staffing matters please contact **the**

relevant IB Coordinator

- (i) In the Primary School - Cressida (PYP Coordinator)
- (ii) In Years 7-9 - Jason (MYP Coordinator)
- (iii) In Years 9 - 12 Cat (DP Coordinator)
- (g) If your concern is about a member of the School Leadership Team - **the Principal**
- (h) If your concern is about the Principal - the Board Chair

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.

GUIDING PRINCIPLES

The guiding principles in the Grievances Policy apply to students who raise a grievance with the School. In this regard students can expect to:

- Be treated with courtesy and respect (see Mutual Respect Statement).
- 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).
- Have the grievance taken seriously, considered impartially and dealt with on the merits.
- Be supported, including by the School Counsellor, the Student Wellbeing Counsellor or the Head of Campus.
- Not be victimised, or subject to reprisal, for raising grievances in good faith.

The School expects students when raising a grievance will:

- Raise grievances in accordance with this policy and as soon as possible after the event giving rise to the grievance has occurred.
- Be honest and open when raising a grievance.
- 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.
- 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.

Please note that the processes outlined in this policy are intended to be conciliatory, non-adversarial and non-legal.

REVIEW

This policy was implemented in March 2023 and will be reviewed every two years thereafter in accordance with the School's review cycle, or more frequently as required.