

Student Grievances Policy

The Currajong School takes a zero-tolerance approach to child abuse and is fully committed to ensuring that its strategies, policies, procedures, and practices meet all **Child Safe Standards as specified in Ministerial Order No. 1359 (2022)**

1 Overview

- 1.1 The Currajong School is committed to providing a positive and therapeutic school experience for children presenting with significant social, emotional, and behavioural difficulties. The educational program at our school has been designed to meet the needs of these young students, with social-emotional learning as an integral component of the curriculum.
- 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 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.

2 Scope

- 2.1 This policy applies to all students of the School.
- 2.2 This policy should be read as a student-focussed summary of the School's *Community Grievances Policy* (See *Community Grievances Policy*). To the extent that this policy and the School's *Community Grievance Policy* are inconsistent or in conflict, the *Community Grievance Policy* shall prevail.

3 Framework

- 3.1 The School's *Community Grievances Policy* (See *Community Grievances Policy*) has detailed information about how members of the School community can raise and resolve grievances.
- 3.2 In practice, and before escalating a grievance in accordance with the *Community Grievances Policy*, students should raise any grievances with a classroom teacher or any member of staff they feel comfortable speaking with, including:
 - (a) Your Classroom Teacher.

- (b) Your specialist teacher, a teacher assistant, or an allied health staff member.
- (c) If your concern is about student safety and wellbeing, and you are not comfortable speaking with the staff referred to above, a Learning Specialist or Principal.
- (d) If your concern is about curriculum matters or staffing matters, a Learning Specialist or Principal.
- (e) If your concern is about a member of staff, 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.

3.4 Where a student's concerns cannot be resolved in accordance with this policy, students can escalate their grievances in accordance with the framework outlined in the School's *Community Grievances Policy* (available on the website).

4 Guiding Principles

4.1 The guiding principles in the *Community Grievances Policy* apply to students who raise a grievance with the School in accordance with this policy. 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 by an unbiased decision-maker, and dealt with on the merits and in accordance with the principles of procedural fairness.
- (d) Have access to appropriate and easily understandable information regarding the grievance resolution process being followed by the School (including this policy).
- (e) Be supported, including by the Allied Health staff, Classroom or Specialist Teacher, Learning Specialist or the Principal.
- (f) Be kept informed of the progress and outcome of the grievance.
- (g) Receive an outcome that is based on the information available to the School.
- (h) 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) Treat others (including School staff, other students and parents, both former and present) with respect and courtesy.
- (b) Raise grievances in accordance with this policy, and as soon as possible after the event giving rise to the grievance has occurred.

- (c) Be open and honest when raising a grievance.
- (d) Ask for help or further information about the grievance if needed.
- (e) 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.
- (f) 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.

4.3 Please note that the processes outlined in this policy are intended to be conciliatory, non-adversarial and non-legal. Steps will be implemented flexibly at the School's discretion, depending on the circumstances of each situation.

5 Confidentiality

5.1 Appropriate confidentiality will be maintained by the School at all times when dealing with a grievance, with information only being provided to those who have a right or need to know.

5.2 Parties to a grievance raised in accordance with this policy are also expected to observe confidentiality, unless advised otherwise by the School. Should details of a grievance become widely known, it may be less likely that the matter will be resolved to the satisfaction of parties involved.

6 Record keeping

6.1 The School will maintain an record of grievances raised in accordance with this policy and any outcomes.

6.2 The School will also keep a separate record of grievances that are found to be vexatious or based on misinformation.

Evaluation

This policy will be reviewed as per our three-year review cycle or more often if necessary due to changes in regulations or circumstances.

Approval date:	Approved by:	Next review:
December 2023	School Board	December 2026



The Currajong School acknowledges the traditional owners of this country throughout Australia and their continuing connection to land and community. We pay our respects to them and their cultures and to the Elders past, present and emerging.