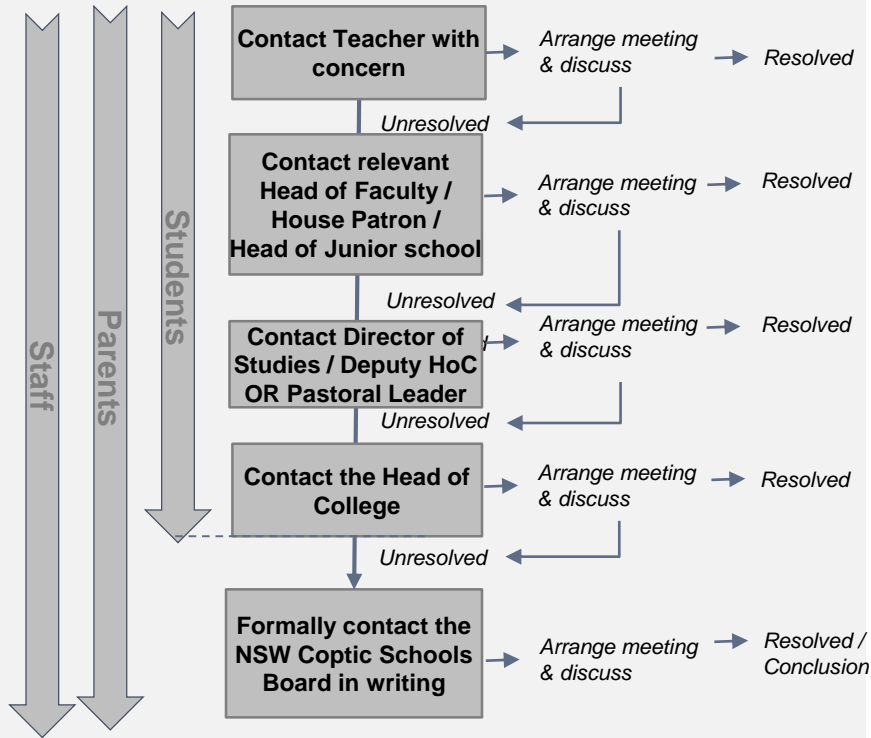


Grievance Policy

Ver 1.2 – 06-Apr-2017

**“Blessed are the peacemakers,
For they shall be called sons of God.”**
Matthew 5:9

Complaints Flow Chart



Key principles

to be employed when dealing with issues of a serious nature:

1. Maintain confidentiality
2. Allegations stated clearly in writing
3. Opportunity for response by the affected parties
4. Evidence collected impartially
5. Processes will take into consideration College policies and appropriate government legislation.
6. Witnesses present at formal meetings as appropriate
7. Minutes kept of formal meetings
8. Conclusions made as quickly as possible after weighing up evidence (3 days for each step is ideal – overall 2 working weeks not including delays that does not involve the school)
9. Presumption of innocence until resolution is reached
10. Affecting parties will be made aware of the results of the investigation as soon as possible and in writing.
11. The Principal will report to the NSW Coptic Schools board in the monthly meeting the complaint register.
12. Other agencies eg. AIS, FaCs, Police, Ombudsman, Workcover, may be informed if appropriate. The college will cooperate fully with government departments and other agencies in the resolution of grievances.

Note:

- The finance department is the first point of contact with matters relating to fees.
- Matters dealing with support staff must be referred to the Head of College.
- In St. Mark’s all other general matters to the Deputy Head of College.
- If matters still remain unresolved you have the right to seek arbitration through the courts, ombudsman, legal representation and other government commissions such as the human rights commission etc. These might entail some financial cost to you.
- Mediation is an option at any stage if the complaint and the person to whom the complaint is directed so agree.

St. Mark Office: (02) 9825-6768

St. Mary Office - Secondary: (02) 9597-4833

St. Mary Office – Primary: (02) 9599-1155