



Lobethal
LUTHERAN SCHOOL
Historically Grounded, Future Minded

Parent / Student Grievance Policy

RATIONALE

The best approach to grievance resolution is prevention. At Lobethal Lutheran School we foster an environment where the opinions of others are recognised and valued, and where each individual is seen as a unique child of God.

The following are to be used as a guide:

- Christ is our example on forgiving relationships. A willingness to understand, forgive and be forgiven are vital to any resolution of a conflict.
- The wellbeing of the child/ren is a priority.
- Gossip actively destroys the possibility of resolving disputes and is strongly discouraged.

RESPONSIBILITIES OF AGGRIEVED PARTIES

To effectively and constructively manage conflict, the following should be used as ground rules:

- identify the specific issues to be addressed
- avoid accusations, sarcasm and hostility
- listen
- understand and accept responsibility for own feelings and own behaviour
- identify points where you can compromise rather than demand
- attempt to view the situation from both sides
- be open and make every effort to respond in a positive manner

PARENT GRIEVANCE PROCEDURE

(Each step assumes that agreement has not been reached.)

1. Talk to the person directly concerned / involved with the problem, *(teacher, principal, staff member)*.
2. If unresolved discuss the issue with the Principal.
(You may, if feeling uncomfortable, nominate an advocate to mediate on your behalf.)
3. If unresolved you may wish to contact the Chairperson of the School Council.
4. If unresolved, write a letter to the School Council expressing any areas of difficulty / disagreement. The Council will discuss the matter at its next meeting and communicate by letter to the concerned party(ies).
5. Should the matter remain unresolved contact to be made with the Director of Lutheran Education (SA/NT/WA)

STUDENT GRIEVANCE PROCEDURE

(Each step assumes that agreement has not been reached.)

1. Talk to the person directly concerned / involved with the problem (eg another student, class teacher). Discuss the issue with their parent &/or care giver.
2. If unresolved, you may wish to take along a friend and discuss concerns with the Principal.
3. If of a non-personal nature, it may be raised at a class meeting and then taken to school parliament.

STAFF GRIEVANCE PROCEDURES

All disputes between employer and employees will be managed according to the Lutheran Schools Association Enterprise Agreement.

Neither the Minister for education nor the Department for Education has any power to directly intervene in any complaints relating to the operations of a non-government school.



Love | Service | Courage | Compassion | Forgiveness

This policy is current as of Thursday 1st October 2020