



1. Introduction

Girton Grammar School (GGS) is committed to ensuring a safe and healthy environment characterised by tolerance and support, respectful relationships and celebrating student achievements.

Part of this commitment involves ensuring the school community has access to processes that allow grievances to be managed appropriately, promptly and fairly. GGS is a working community, and concerns, grievances, disputes, or allegations of inappropriate or illegal behaviour arise.

This policy provides clear and transparent information about how a student, parent, or other school community member (other than a staff member) can raise grievances about the school, staff conduct, a student's education or well-being, and how such grievances will be managed and resolved.

GGS takes all complaints and concerns received from staff, parents, students and other complaints from outside of GGS seriously. We aim to ensure that grievances are handled objectively and with sensitivity. In doing so, we will seek to identify both the specific and (where applicable) systemic issues raised by a

GGS



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- 3.5 **Students:** Lodge concerns or complaints as provided for in the guidelines.
- 3.6 **External Facilitators:** Intervene as required following unsuccessful school involvement (External facilitators or other suitably qualified persons) to be engaged by GGS.

4. Definitions

Rights: All students, parents/carers or other school community members are entitled to express concern



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5.7 Not be victimised or subjected to reprisal for raising grievances in good faith.

In return, GGS expects that a member of the school community who raises a grievance will:

- 5.8 Treat others (including school staff, students, and parents, both former and present) respectfully and courteously.
- 5.9 Raise grievances in the appropriate forum regarding the below framework as soon as possible after the event that gives rise to the grievance has occurred.
- 5.10 Provide complete and factual information about the grievance.
- 5.11 Ask for assistance or further information as needed.
- 5.12 Act in good faith to achieve a reasonable outcome.



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- 7.1 Clearly identify the issue or problem prior to contacting GGS.
- 7.2 Decide whether the issue or problem is in the nature of a complaint, concern, enquiry or suggestion. This will help in finding a solution.
- 7.3 Identify the party or parties involved.
- 7.4 Consider the practical outcome you are trying to achieve ((.)6 (e)7.9 (v)-1re ()1(s) (g)2.63 (re)-ali1 (s)-1.3 (t)



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The following page illustrates the process of expressing a concern, complaint or grievance. Pathways for pursuing a complaint outside the confines of the school include:

- **The Victorian Registration & Qualifications Authority (VRQA):** The Education Training and Reform Act 2006 requires the VRQA to investigate certain complaints.
- The Victorian Institute of Teaching (VIT): <http://www.vit.vic.edu.au/>.

Advice from the VIT website is as follows: In many cases, concerns about a teacher can be resolved appropriately by discussing them with the teacher's employer. Before you lodge a complaint with us, we encourage you to contact and speak with the Principal.

The VIT can only deal with complaints that relate to allegations of:

- Misconduct
- Serious misconduct
- Serious incompetence
- A teacher's mental and physical ability to teach.

If your complaint relates to one or more of these areas, you may lodge a complaint with the VIT about a registered teacher.

12. Further Guidance

[Anti-Bullying and Harassment Policy](#)

[Student Code of Conduct](#)

[Parent Code of Conduct](#)

[Girton Grammar School Mission and Values](#)

[Privacy Policy](#)

[Child Safety Responding and Reporting Obligations Policy](#)

[Child Safety Policy](#)

13. Policy Status / Document Control

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