

Swan Christian College
CRICOS PROVIDER NO: 00431K

Grievance Procedure Policy

A grievance can range from perceptions of unfair treatment and misunderstanding through to areas such as discrimination and harassment where the school is subject to specific legal requirements. At any level, an unresolved grievance is unhelpful to the individual or the school.

The ideal resolution to a grievance is a quick settlement between the parties directly involved. However, it is recognised that misunderstandings can arise at any time and resolution of some grievances can prove difficult.

Procedure

A parent unhappy with any situation in the school/college is encouraged to discuss the matter directly with the person with whom they have the grievance. If helpful, you may choose to have a friend, or a member of the school pastoral care team, support you in this first step. There is also a SCEA contact person to advise you. If this does not resolve the difficulty, you need to inform the school Principal who is responsible for the issues that arise within their schools. The Principal will seek to mediate the situation – or arbitrate a resolution.

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If the Principal acts inappropriately or outside the school or SCEA policy in resolving your grievance, or is the subject of your grievance, and resolution is not obtained in the first instance, the matter should be referred to the CEO, in writing, for consideration and determination. Depending on the circumstances the CEO may seek to mediate the issue, or will arbitrate a resolution.

If the CEO arbitrates a resolution and you believe that the CEO has not followed a reasonable process, you may write to the Board asking for a review of the process followed by the CEO. If the Board finds that the process was reasonable then the arbitrated resolution of the CEO will stand. If the process was flawed the Board may direct the CEO to review the decision, or may arbitrate the issue themselves.

If you believe the Board has not followed a reasonable process in reviewing your dissatisfaction of the process followed by the CEO, you may write to the SCEA Grievance Committee. This committee consists of independent people not involved in the issue at this stage, who will review the CEO and Board's process, but not the original grievance or decision. The Grievance Committee may instruct the Board to revise its process in deciding the grievance. After this step, the decision of the Board is final and binding on all parties.

Malicious, mischievous or trivial complaints

The Association reiterates its commitment to creating an organisation and environment in which staff, students and parents can operate in harmony.

The Association welcomes the opportunity to see differences resolved however, the Association may initiate disciplinary measures in circumstances where parties appear to pursue malicious, mischievous or trivial complaints and/or bring the Association or one of its Schools into disrepute. Discipline may include removal or reclassification of membership (Parent/Association). Such action will be determined by the CEO in accordance with Board policy.

Arbitrator for formal complaints

- Principal shall determine in accordance with Association Guidelines.
- CEO shall determine in accordance with Association Guidelines.
- The Board shall determine in accordance with Association Guidelines.

Contact persons

The Association contact person is available to advise either party on procedure, but not to arbitrate or investigate allegation, is the Chief Operations Officer on 08 9274 6411 or email info@scea.wa.edu.au .

If you want to complain or appeal this decision, you can contact the Overseas Student Ombudsman (OSO). The Overseas Student Ombudsman is free and independent. Find out more at <http://www.ombudsman.gov.au/about/overseas-students> or phone 1300 362 072.

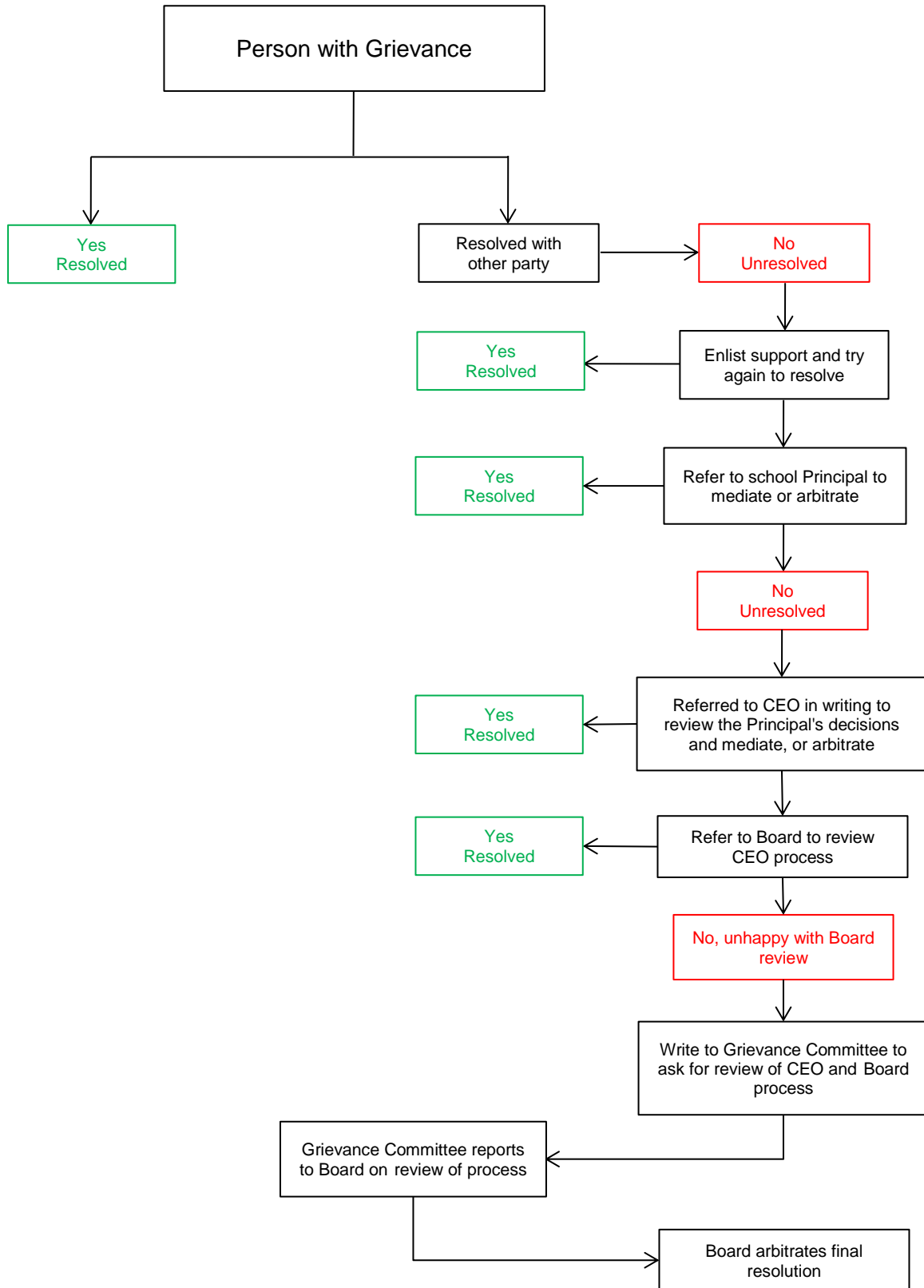
Other contacts

External agencies such as the Human Rights and Equal Opportunity Commission exist to assist in areas such as Disability Rights, Human Rights, Racial Discrimination and Sex Discrimination.

College Involvement

Overseas students are expected to comply with requirements of the College in respect of dress code, behaviour and participation in the College curricular program. Please refer to the College's website for further information <https://www.swan.wa.edu.au/swanresources/policies-and-procedures-2/>.

Overseas Student Complaints Process - Flowchart (SCEA's Internal Process between Parties)



Overseas Student Complaints Process – Flowchart

