



# NEWSTEAD CHRISTIAN SCHOOL

## Grievance Policy

The purpose of this policy is to promote better relationships during difficult circumstances, through the encouragement of fair and just procedures and a Christlike manner.



### Contact Details:

Newstead Christian School,  
31 – 37 Tudor Ave (P.O. Box 100)  
Newstead, Tasmania, 7250

**Office Hours:** 8am – 4pm (Monday – Friday)

**Phone:** (03) 63311922

**Emails:** [office@ncs.tas.edu.au](mailto:office@ncs.tas.edu.au) [principal@ncs.tas.edu.au](mailto:principal@ncs.tas.edu.au)

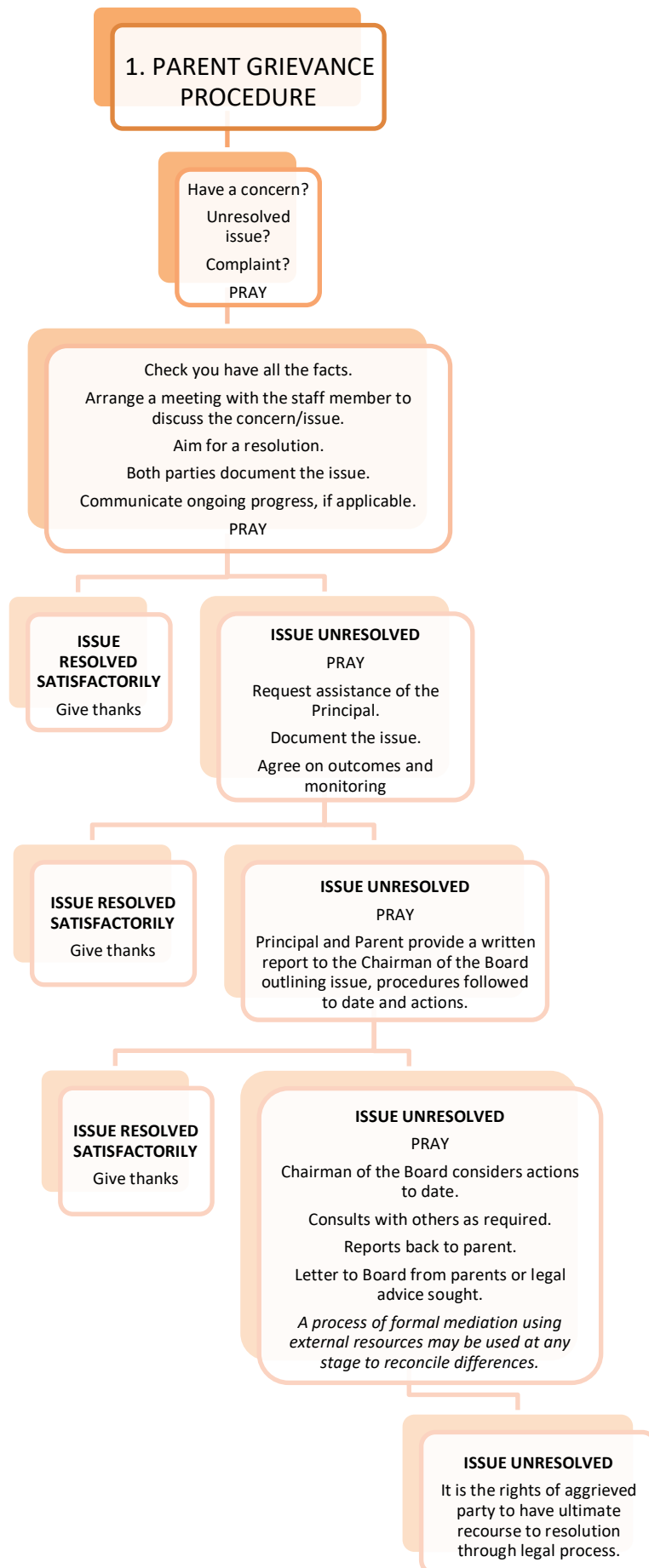
**Website:** <http://ncs.tas.edu.au>

**Principal:** Ms. Diane Hooley

**Assistant Principal:** Mr. Jon Targett

**Business Manager:** Mr. Jim Lambie

**Chairman of the Board:** Mr. Richard Holloway



## 2. STUDENT GRIEVANCE PROCEDURE

Have a concern?  
Unresolved issue?  
Complaint?  
PRAY

Check you have all the facts.  
Depending on the circumstances, discuss issue with your class or home room teacher.  
Aim for a resolution.  
Both parties document the issue.  
Communicate ongoing progress, if applicable.  
PRAY

**ISSUE RESOLVED SATISFACTORILY**  
Give thanks

**ISSUE UNRESOLVED**  
Pray  
Request assistance of the Principal.  
Document the issue.  
Agree on outcomes and monitoring.

**ISSUE RESOLVED SATISFACTORILY**  
Give thanks

**ISSUE UNRESOLVED**  
Pray  
Principal and Teacher provide a written report to the Chairman of the Board outlining issue, procedures followed to date and actions.

**ISSUE RESOLVED SATISFACTORILY**  
Give thanks

**ISSUE UNRESOLVED**  
Pray  
Chairman of the Board considers actions to date.  
Consults with others as required.  
Reports back to parties.  
Students referred back to parents/guardians.  
*A process of formal mediation using external resources may be used at any stage to reconcile differences.*

**ISSUE UNRESOLVED**  
It is the rights of aggrieved party to have ultimate recourse to resolution through legal process.

### 3. COMMUNITY MEMBER GRIEVANCE PROCEDURE

Have a concern?  
Unresolved issue?  
Complaint?

Check you have all the facts.  
Depending on the circumstances, submit the complaint in writing to the Principal.  
Aim for a resolution to the matter.  
Principal to respond to acknowledge receipt of letter.  
Communicate ongoing progress, if applicable.

**ISSUE RESOLVED SATISFACTORILY**  
Give thanks

**ISSUE UNRESOLVED**  
Request meeting with the Principal.  
Document the issue.  
Agree on outcomes and monitoring.

**ISSUE RESOLVED SATISFACTORILY**  
Give thanks

**ISSUE UNRESOLVED**  
Request assistance of the Board Chairman.  
Document the issue.  
Agree on outcomes and monitoring.

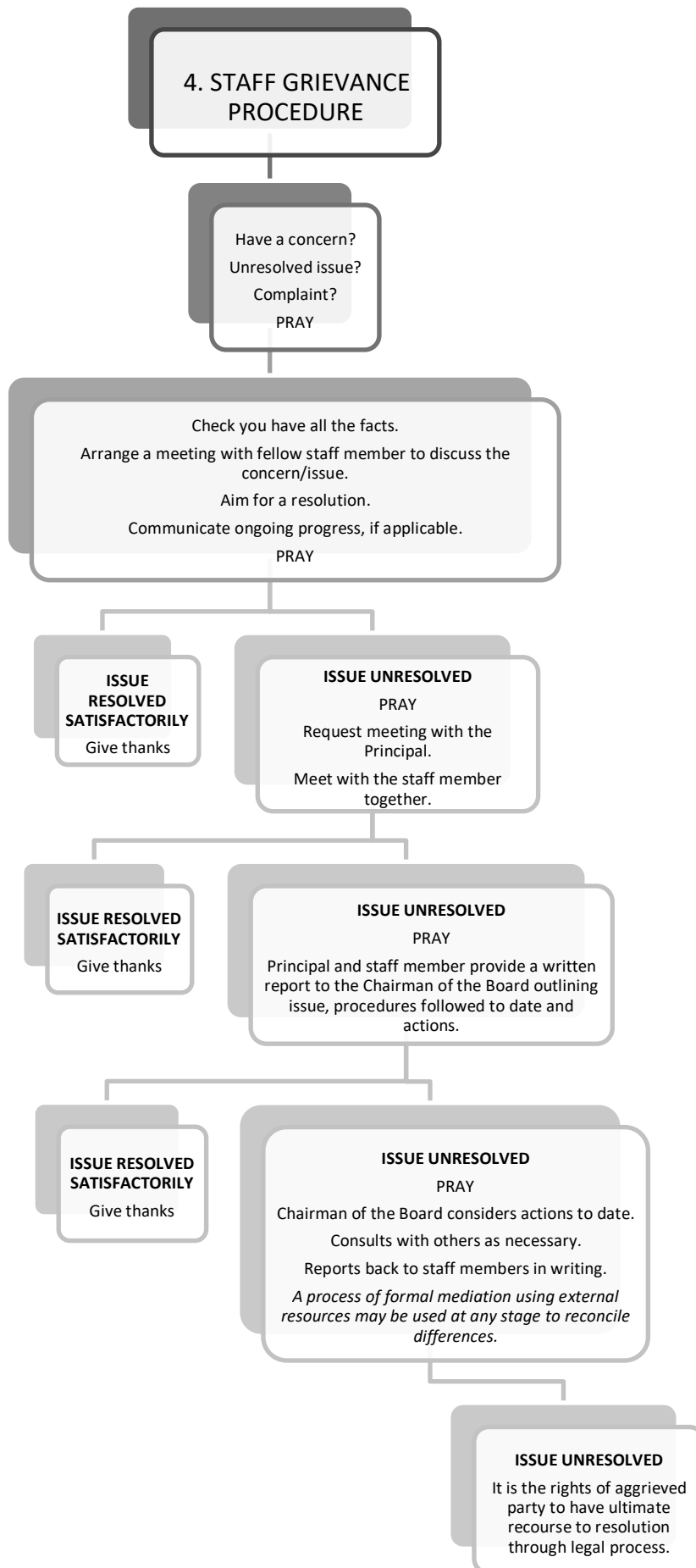
**ISSUE RESOLVED SATISFACTORILY**  
Give thanks

**ISSUE UNRESOLVED**  
Principal and Community Member to provide written report to Board outlining issue, procedure followed to date and actions.  
*A process of formal mediation using external resources may be used at any stage to reconcile differences.*

Chair and Board consider actions to date.  
Consult with external advisors as necessary.  
Reports back to community member in writing.

**ISSUE UNRESOLVED**  
It is the rights of aggrieved party to have ultimate recourse to resolution through legal process.





## 5. What Will Happen if a Parent Causes a Concern?

Conversation with a staff member is considered to be threatening, offensive, abusive or inappropriate. Staff member terminates conversation.

PRAY

At the Principal's discretion, the parent is contacted either by phone or by letter regarding the incident of concern. The parent is reminded of School's Grievance Policy and of its commitment to ensuring a safe work place for all employees.

PRAY

If agreed by the parties, a mediated interview is conducted to achieve reconciliation.

PRAY

**CONCERN IS RESOLVED**

Give thanks

**CONCERN IS UNRESOLVED**

PRAY

After letting the person know that the concern is unresolved, the Principal will arbitrate a reconciliation and discuss possible futures for the relationship between the family and the School.

**ISSUE UNRESOLVED**

It is the rights of aggrieved party to have ultimate recourse to resolution through legal process.