

Grievance Procedures for School Community

IGS seeks to address complaints raised by members of the School community in an effective manner.

1. Introduction

IGS aims to provide a School community in which grievances can be raised and resolved.

This procedure applies where a parent or student has a grievance regarding the conduct of a member of the IGS staff.

If the grievance is an allegation about child abuse or misconduct that may involve child abuse then the Child Protection Protocols, as outlined separately, apply.

If the grievance is a qualifying disclosure under the Whistleblower Policy, you should refer to the Whistleblower Policy for information about how to make the disclosure and how it will be dealt with. Information about qualifying disclosures is set out in the school's Whistleblower Policy, a copy can be accessed from the school's website.

2. Initial Discussion

Most issues that arise can be resolved through direct communication with the School. Parents and students are encouraged to discuss concerns with the appropriate member of staff.

3. Grievance Handling

If direct discussion does not resolve the issue or it is not considered appropriate (given the nature of the issue) then grievances can be raised with either of the Deputy Principal or the Principal.

If the grievance is about the Principal's conduct then it should be raised with the Chair of the School Board (boardchair@igssyd.nsw.edu.au). This is not a general right of review of decisions made by the Principal. This only applies where the grievance is about the Principal's conduct (as opposed to a decision that you do not agree with).

On receipt of a grievance the School will generally take the following steps:

- a) determine the most appropriate method of dealing with the grievance. This will vary depending on the circumstances and the nature and seriousness of the issue;
- b) advise you of the likely steps that will be undertaken by the School in relation to the grievance including generally who will be making the enquiries on behalf of the School and who will determine the outcome of the inquiries;

- c) advise the person that the grievance is about of the nature of the grievance and seek their response;
- d) collect any additional information the School considers is necessary to consider the grievance; and
- e) advise the complainant and the person that the grievance is about of the School's response to the grievance and if appropriate, any proposed action to be taken.

However, there may be circumstances in which some of the steps outlined above are not appropriate and the School will determine, in its absolute discretion, on a case by case basis the most appropriate method of handling the grievance.

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Audience:	Staff, Parents, Students