



Cooloola Christian College

COMPLAINTS & GRIEVANCE POLICY

Policy:	Operational	
Purpose:	This policy sets the guidelines for the resolution of College complaints and grievances.	
Scope:	This policy covers all complaints about any College matter (other than an industrial matter) and applies to staff, students, parents, or other associated people.	
Status:	Adopted: September 2017 Reviewed: NA	Supercedes: NA
Authorised by:	Principal	Date: September 2017
References:	<i>Prevention of Bullying Procedures</i> <i>Acceptable use of Technologies Policy</i> <i>Child Protection Policy</i> <i>Anti-Discrimination Policy</i> <i>Sexual Harassment Policy</i> <i>Workplace Bullying Prevention Policy</i>	
Review Frequency:	Every 3 Years	Next Review Date: September 2022

RATIONALE

As Christians we are called to love one another and to live in peace with all men, but we also recognise that the demands of everyday life and the interactions with others mean that this command is, at times, difficult to fulfil the way that God would have us. Therefore, in the light of the Scriptures, any grievance or dispute must be handled in such a way as to preserve unity and strive for peace.

The Bible says that Christians are to be reconciled to one another when disputes arise, and issues ought to be dealt as soon as is possible with the person involved. Sharing grievances with others who are not directly involved is gossip and is not honouring to God or others. Matthew 18:15-22 gives very specific details about how disputes between Christians ought to be settled and therefore the goal of this policy is to ensure that once the Biblical guidelines are in place and followed, and Christ-like and godly resolution can be achieved for all concerned.

The overarching principle that must be considered at all times during this process is Christ's command to love God first and our neighbour as ourselves. In other words, any action that is taken must be taken out of love, seeking the good of the other person and the College community as a whole.

BIBLICAL PERSPECTIVE

Christians are called to love one another and to live in peace with all men.

"We are called to be diligent to preserve the unity of the Spirit in the bond of peace." Ephesians 4:3

In any grievance or dispute we seek to preserve this unity by following the guidelines given in the Bible.

Christians should be reconciled to one another when disputes of any nature arise between them according to Matthew 5:23, 24.

POLICY STATEMENT

INTRODUCTION

- (a) There will be times when members of the Cooloola Christian College community (staff, students, parents or other associated people) will wish to question or bring complaints against the behaviours of persons or decisions regarding policy, processes or management of the College. The College acknowledges the right of these members of the CCC community to seek remedy for concerns and problems that they have, which arise from actions or decisions by staff or parents/students.
- (b) Most complaints should be able to be satisfactorily remedied by following Biblical principles through communication with staff, curricular co-ordinator and pastoral co-ordinator and College leadership.
- (c) Additional specific College policies are also in place to address and remedy behaviours or concern. They include, but are not limited to the, Student Bullying Policy, Technology (Acceptable Use) Policy, Child Protection Policy, Anti-Discrimination Policy, Sexual Harassment Policy and Workplace Bullying Policy.
- (d) This policy covers all complaints about any matter (other than an industrial matter) brought by staff, students, parents or other associated people.
- (e) College remedies will be implemented by the Complaints Manager and/or Board.

DEFINITIONS

Complaints Manager: The Principal, or in cases involving complaints against the Principal, the Board Chairperson.

Formal Complaint: A complaint that has not been satisfactorily resolved through the informal complaint procedure, and is then presented in writing to the Complaints Manager.

PRINCIPLES

This policy and procedure uphold the importance of:

- Scriptural Principles
- Natural Justice; and
- Confidentiality

RELATED PROCEDURES

1. If an investigation takes place:
 - a. An investigator will be engaged by the Board
 - b. The investigator will interview both parties
 - c. All parties interviewed will be required to sign a Confidentiality Protocol for Parties and Witnesses
 - d. All statements taken will be signed as a 'true record' of information given
 - e. The investigator will provide a report of investigation, whether or not the complaint can be substantiated, and recommendations to the Complaints Manager and the Board
2. The Complaints Manager will recommend to the Board the most appropriate course of action.
3. The Complaints Manager will inform, in writing, the Complainant and the other party of the findings of the investigation, the decision of the Board and actions to be taken.

4. The Complaints Manager will put in place any actions resulting from the decision.
5. Disciplinary outcomes may apply to anyone who brings a complaint, which is considered vexatious, or without any basis.
6. There may be a time when a Complainant does not want to continue with any process or investigation. If the issues raised are such that the health and wellbeing of staff or students is being adversely affected, the College reserves the right to set up an investigation, irrespective of the wants of the Complainant or other parties.
7. The decision of the Board marks the end of the Complain process offered by the College.