



Grievance Policy

Vision Statement

To see parents and children experience the benefits of Bible-based, Christ-centred, Parent-controlled education in order that they might be prepared and equipped for a life of service as disciples of Jesus Christ.

Definition

- A real or imagined wrong or other cause for complaint or protest, especially unfair treatment.
- An official statement of a complaint over something believed to be wrong or unfair.

Rationale

As Christians we are exhorted in Ephesians Chapter 4 to 'be completely humble and gentle; be patient, bearing with one another in love. Make every effort to keep the unity of the spirit through the bond of peace'.

Jesus taught: "If a brother or sister sins, go and point out the fault, just between the two of you. If they listen to you, you have won them over. But if they will not listen, take one or two others along, so that 'every matter may be established by the testimony of two or three witnesses.' If they still refuse to listen, tell it to the church; and if they refuse to listen even to the church, treat them as you would a pagan or a tax collector". (Matthew 18:15-17)

Christians are called upon to resolve disagreements amongst themselves and to 'live in harmony with one another' (Romans 12:14)

If we have a concern about, or complaint against another member of the school community, the first step is to take it to the person directly and deal with it in a Christ-like manner.

Tyndale Christian School adheres to procedural fairness. Procedural Fairness is a basic right of all when dealing with authorities. Procedural fairness refers to what are sometimes described as the 'hearing rule' and the right to an 'unbiased decision'.

In an effort to live in accord with the biblical pattern of dealing with disputes, the following will apply in the school community:

A great deal of formal and informal communication occurs within the School community and it is not the intention of the School to restrict the relationships that are an important part of the life of the School. In order to minimise the potential for harm to the School and the members of the School community, the principles set out in Matthew 18 should be followed, not in a legalistic way but as a model given by Christ Himself for us to follow.

- In the first instance, the School requests that there is an attempt to informally resolve the issue. If this is unsatisfactory or does not result in a resolution of the matter, the School's internal formal complaints handling procedure will be followed.
- The process of this grievance procedure is confidential and any complaints are a matter between the parties concerned and those directly involved in the complaints handling process.

Policy

The School will seek to address and resolve relevant School-related grievances, complaints and appeals by staff, students and parents in a gracious, God-honouring and timely manner.

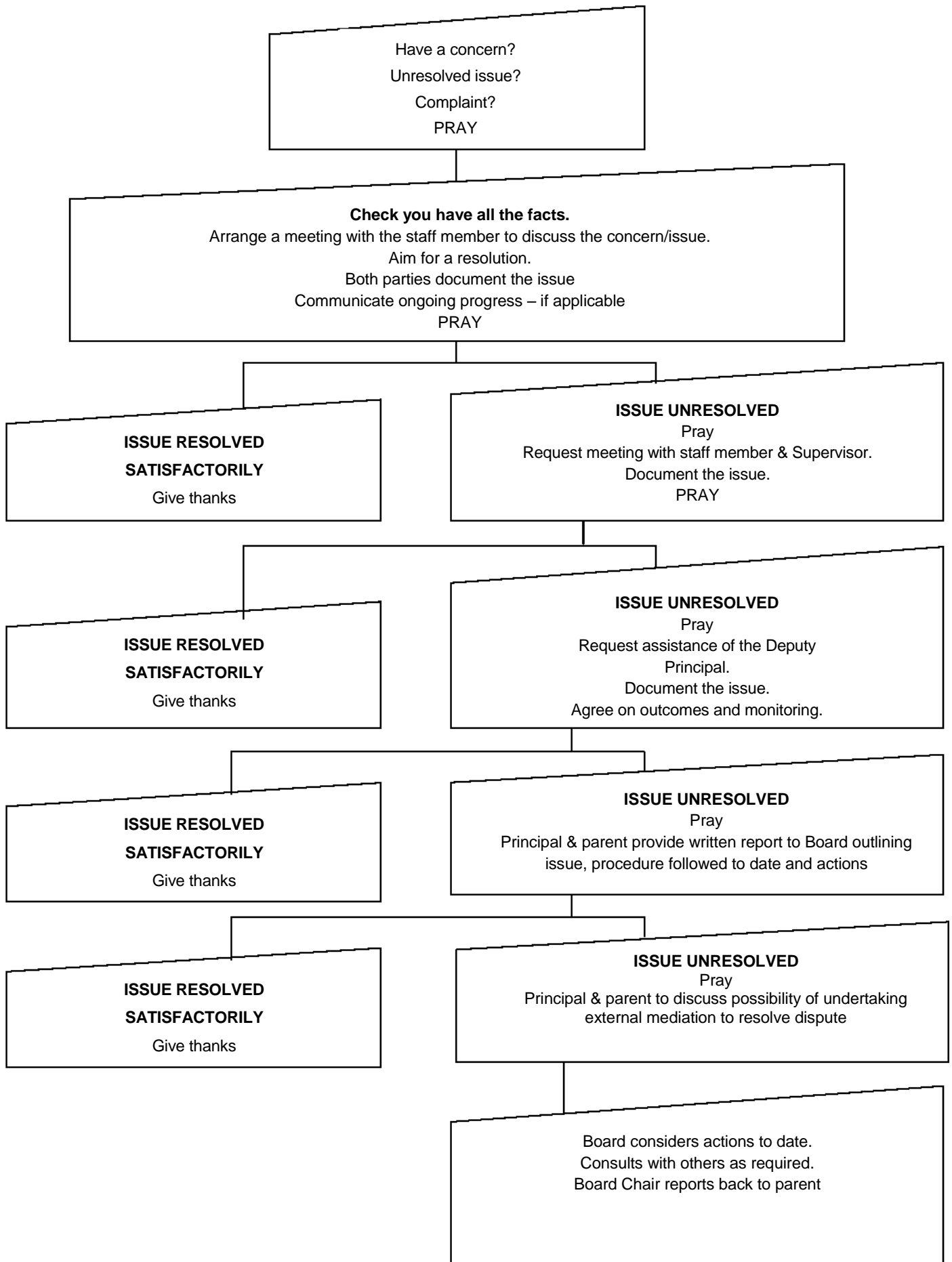
Principles

- Grievances should be treated seriously and sensitively, having due regard to procedural fairness, confidentiality and privacy
- Grievances should be handled without delay and directly with the people involved. For these reasons persons with concerns should raise them as early as possible
- Wherever possible, grievances should be resolved by a process of discussion, co-operation and conciliation. The aim is to reach an acceptable outcome which restores and maintains good relationships
- Support should be provided to the person bringing the grievance and the person against whom the grievance is made
- No person should be victimised because they raise a complaint or are associated with a grievance
- Frivolous or malicious grievances should not be investigated. All parties are expected to participate in the grievance procedure in good faith.
- This policy should be read in conjunction with the Staff Handbook and other relevant policies.

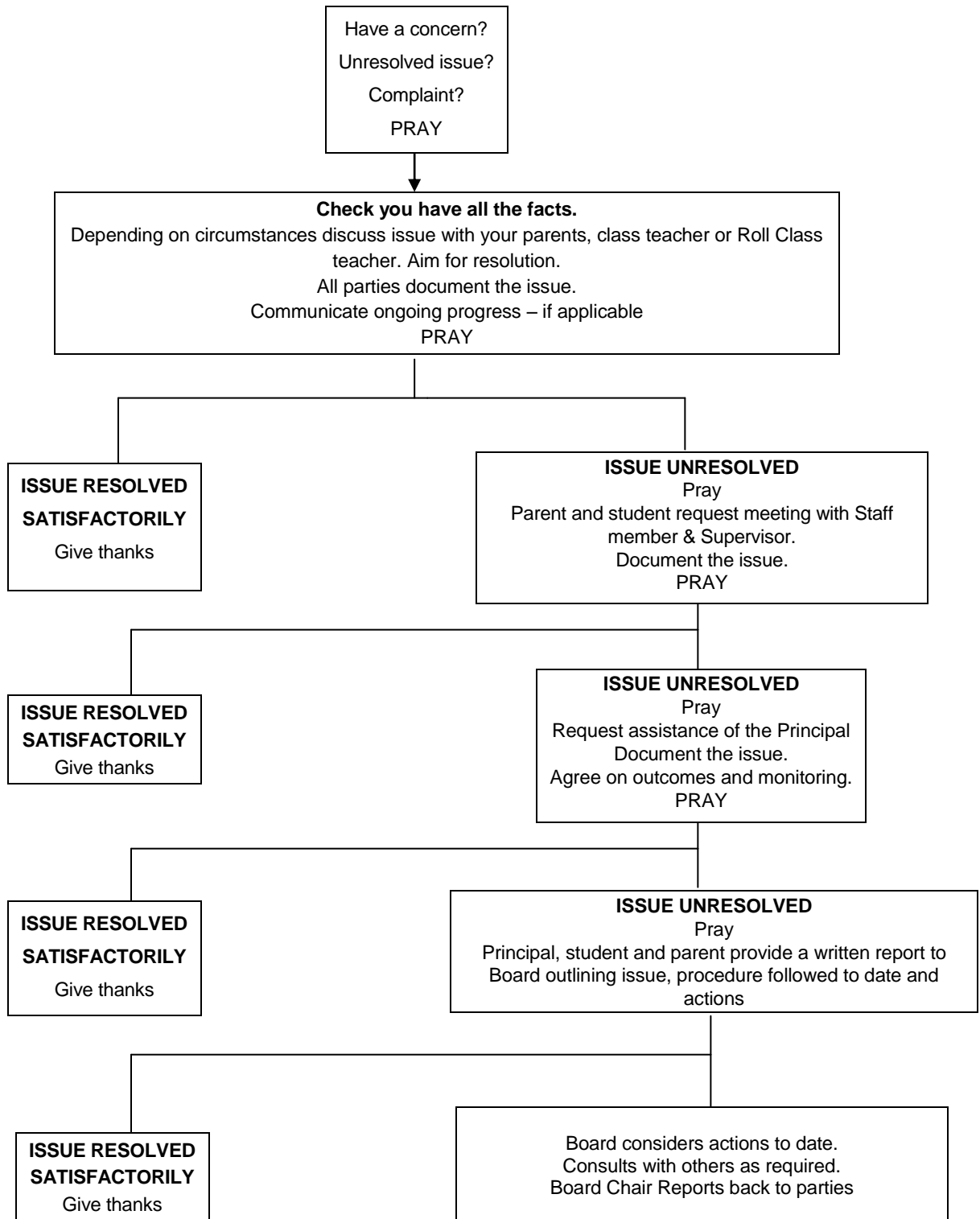
Procedures (see following)

1. Parent Grievance Procedure
2. Student Grievance Procedure
3. Community Member Grievance Procedure
4. Staff Member Grievance Procedure
5. What Happens If A Parent Causes A Concern?

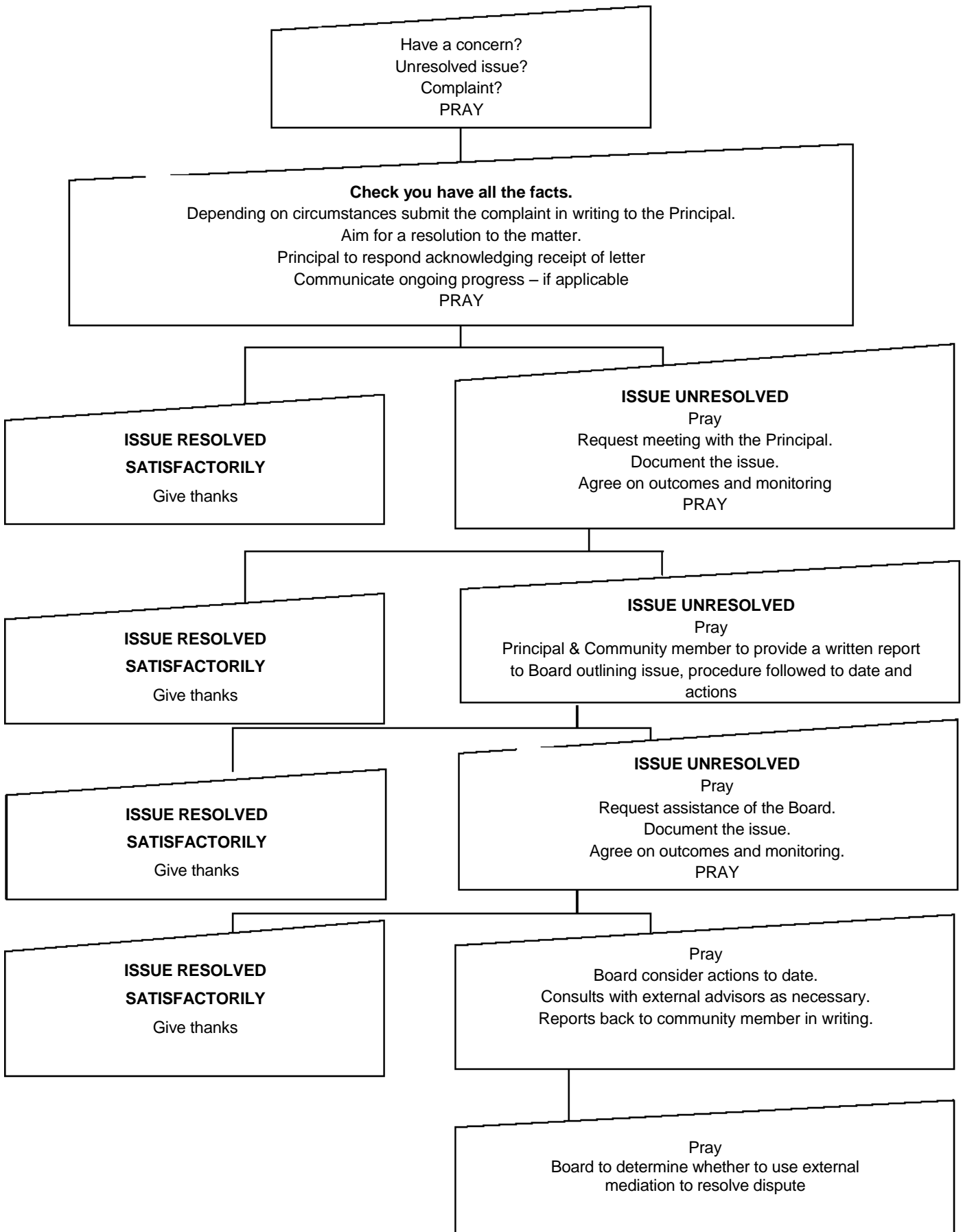
1. PARENT GRIEVANCE PROCEDURE



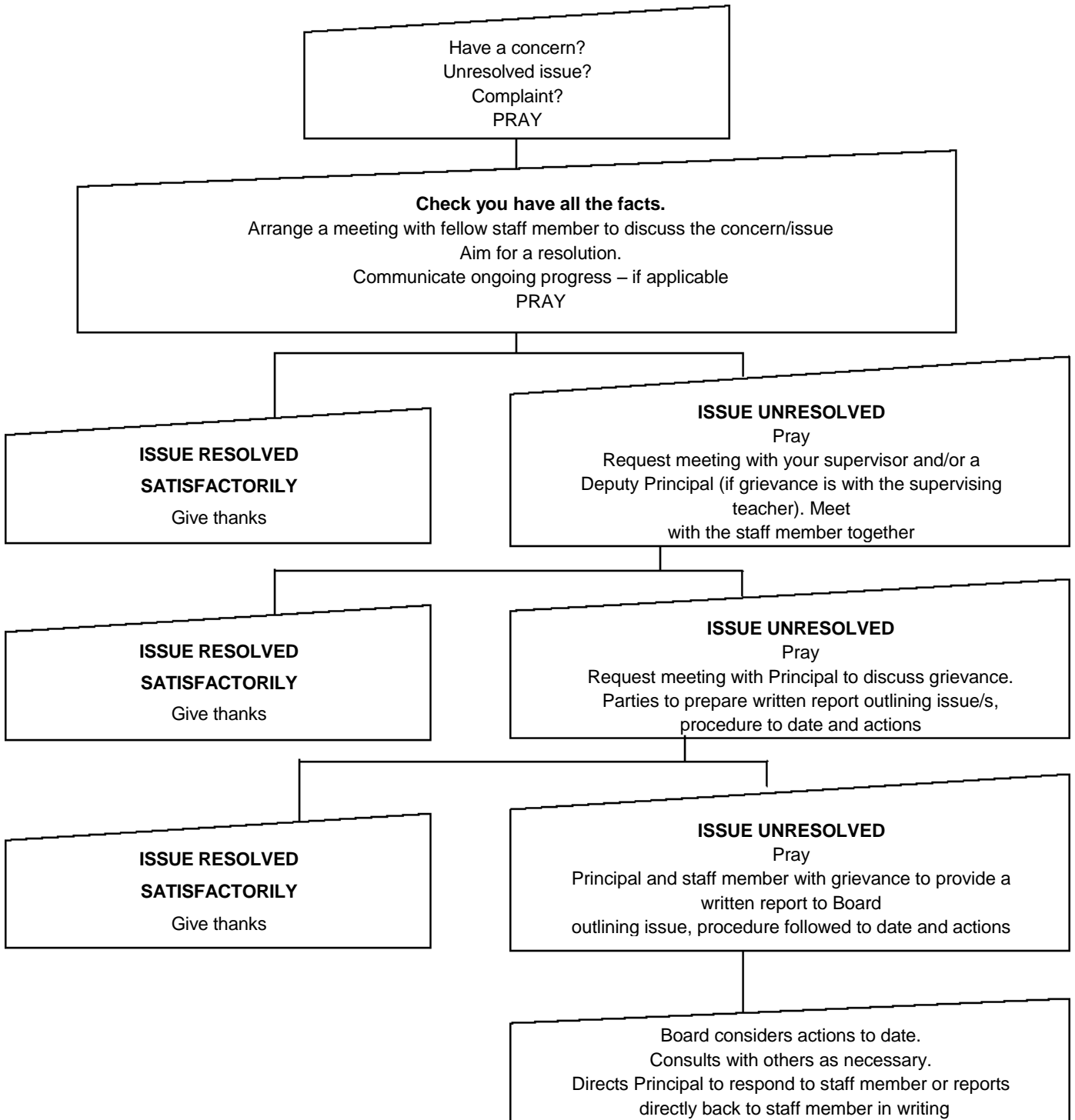
2. STUDENT GRIEVANCE PROCEDURE



3. EXTERNAL COMMUNITY MEMBER GRIEVANCE PROCEDURE



4. STAFF GRIEVANCE PROCEDURE



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 Deputy 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