



Aims

1. To enable conflict or grievance to be negotiated in a constructive and dignified manner, which reflects a Biblical pattern and preserves the unity and fellowship of our College community
2. To deal with grievances in a reasoned and reasonable fashion, free from animosity, rancour, bitterness or spite
3. To encourage an atmosphere of respect towards others in terms of the different personalities, temperaments, emotions and opinions that exist within every community of people
4. To encourage a forgiving spirit towards others and a willingness to move from conflict or grievance with goodwill and the intention to “believe the best”, to reconciliation and well-being
5. To respect each other and honour the Lord even during conflicts or grievances

NOTE: Neither the Minister for Education and Child Development, nor the Department for Education and Child Development has any power to directly intervene in any complaints relating to the operations of a non-government school.

Matters outside the intent of this policy

It is not the intent of this policy to establish a de-facto court or similar. Inter-family disputes or rivalries are not to be resolved through this policy. Matters where legal representation is appropriate are not to be resolved via this policy. Criminal matters are not to be resolved through this policy. Some matters related to grievances should be dealt with through the Anti-harassment / Anti-bullying policy.

Definition of Grievance

A grievance, for the purpose of this Policy, results when any member of the College community feels that a situation or circumstance has caused dissatisfaction or detriment to them, or some other College person or persons. The level of dissatisfaction or detriment may range from mild inconvenience, embarrassment or affront, to emotional distress, anger, injury or loss. More significant matters are viewed with greater seriousness.

What to do, and how to do it, are the key considerations in conflict management and resolution.

This grievance policy aims to provide a framework within which, and by which, we can as a College community respond to and negotiate situations where conflict is occurring or has occurred.

Conduct and fellowship are to be guided by the following Bible texts

Philippians 1:27 Let your conduct be worthy of the gospel of Christ.

Philippians 2:14 Do all things without complaining and disputing.

Romans 1:19 Pursue the things that make for peace and those things which build up others.

Colossians 3:13 Bear with one another and forgive one another; if anyone has a complaint against another, even as Christ forgave you, so you also must do.

1 Peter 3:8 Be of one mind having compassion for one another, love as brothers, be tender-hearted, be courteous.

2 Timothy 2:24 The servant of the Lord must not quarrel.

Philippians 2:3 Let nothing be done through selfish ambition or conceit, but in lowliness of mind let each esteem others better than themselves.

See also: Ephesians 4:3, Ephesians 4:27, Ephesians 5:1, 1Peter 1:15, 1Peter 4:8, Romans 15:2, Philippians 12:4.

Grievance Policy Approach

A Christian Grievance Policy approach must begin with and centre upon the words of the Lord Jesus in Matthew 18: 15-17a:

“Moreover if your brother sins against you, go and tell him his fault between you and him alone. If he hears you, you have gained your brother. But if he will not hear, take with you one or two more, that ‘by the mouth of two or three witnesses every word may be established. And if he refuses to hear them, tell it to the church.”



Whilst Jesus was talking to His followers in the first instance, as a College we apply these principles to the whole College community. In such cases, Jesus outlines a three-step approach:

Step 1 – go individually and privately to the person who has caused offence and outline the grievance. This should be done in a controlled, non-aggressive manner, bearing in mind that “a soft answer turns away wrath, but a harsh word stirs up anger.” (Proverbs 15:1). The principle here is to try, as a first step, to resolve conflict on a one-to-one basis with the person concerned.

STEP 2 – Jesus said, “Take with you one, two or three witnesses that every word may be established.” These witnesses are not there to support or argue your case. They are there to witness your attempt at reconciliation and perhaps assist in the mediation process. This approach should not be done aggressively or to provoke but rather to achieve forgiveness and restoration. They may be witnesses of your choice. In the case of students, this should only be done in consultation with or in the presence of a teacher.

STEP 3 – If the above approaches don’t succeed, then the matter needs to enter the domain of those having authority in the situation. In the College context, this could involve a teacher, Coordinator, Deputy, Principal or the College Board.

APPROACH SUMMARY

- First go to the other party to the grievance to seek resolution;
- Seek the assistance of a friend or mediator to go with you to the other party to the grievance;
- If the matter is unresolved to your satisfaction, go to the person in the College structure who may be a staff member (e.g. Teacher), Co-ordinator, Deputy Principal, Principal or Board Chair, for their assistance.

APPLICATION OF THE POLICY

This Policy applies in situations of conflict or grievance between:

Student and student	Parent and student (not own child)	Staff member and student
Student and adult (not own parent)	Parent and Parent (adult)	Staff member and Parent (adult)
Student and staff member	Parent and staff member	Staff member and staff member
Student and Board	Parent and Board	Staff member and Board

NOTE: SPECIAL PROVISIONS

Parent – Student

- It is recommended that any parent-student (not own child) conflict should first be brought to the attention of the class teacher of the student concerned, either directly or via the College Office. The teacher would then facilitate the opportunity for the parent to approach the student to resolve the matter on a one-to-one basis.
- Parent and the class teacher seek resolution (for own child or not own child). NOTE - the teacher may need to apply some disciplinary action if a breach of College policy and / or rules has occurred.
- Matter referred to Co-ordinator or further

Parent – Parent

- A parent is NOT to approach the other parent in the yard or in front of students
- The parent must approach the parent in a calm manner, they may choose to make contact first by email and they may choose to CC the relevant Deputy into the email, explain their point (the Deputy may refer the matter further)
- The matter may be referred to College Board

NOTE 1: Matters involving the Board, or requiring Board involvement, should be referred to the Chairman

Romans 14:19



*“Let us pursue the things that make for peace,
and the things by which we may benefit one another.”*