

COMPLAINTS MANAGEMENT POLICY

Introduction

We recognise that grievances can and do arise, however as a Christian school we recognise the Biblical principle for resolving such issues to facilitate resolution, without undermining or damaging relationships. While we would hope that such issues do not arise, it is important that when they do, there is an understood procedure to guide staff, students and parents in addressing such issues.

Rationale

Positive relationships between all members of the school's community form the basis of the school's ministry. The modeling by teachers, parents and other school community members of unity and their ability to constructively resolve issues is of great importance to students. Implementation of the Christian responsibility to care for others reflects the positive relationship between God and us. When issues of conflict do arise, all attempts should be made to preserve and enhance human relations and through appropriate action bring glory to God.

The Christian approach to grievance and dispute resolution obligates an individual to solve issues as close to the source of the problem as possible, and only involve those relevant to the situation. Only when resolution is not possible should others be involved and these should be those next in the line of command or influence.

It is therefore expected that members of the school community will follow the recommended procedure shown below to address concerns and resolve issues.



Complaint Handling Process

