

# Grievance Procedure for Students, Parents and Caregivers

*Creating Positive Futures Together*



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Document Guide	Document Information
Policy Title	Grievance Procedure for Students, Parents and Caregivers
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Related Documents	

# Grievance Procedure for Students, Parents and Caregivers



## Context

Margaret Jurd College (the College) is a Ministry of the Uniting Church in Australia. A registered non-government secondary special school established to support disadvantaged young people who have complex needs due to the following:

- Mental health/behavioural disorder at a level that is recognised as a disability in accordance with the Department of Education and Training criteria.
- Complex trauma history
- Autism

Margaret Jurd College is dedicated to providing students with a supportive alternative to mainstream schooling. We embrace young people who want to complete secondary schooling that live with mental health conditions that can be seen as challenging behaviours.

Margaret Jurd College provides an environment that not only teaches but also models the rights and responsibilities of students and their families through the service we provide. If a student or parent/caregiver believes that they have been unfairly treated, have been discriminated against in any way or that the service received has been of an unsatisfactory standard then a grievance can be lodged through the following channels.

1. The student, parents or caregiver can raise the grievance with the College Coordinator. The Coordinator will raise the grievance with the College Principal and discuss options. The Coordinator will discuss options with the student, parent or caregiver to negotiate an acceptable outcome.
2. Students, parents or caregivers are always able to discuss a grievance with the Principal directly. An appointment will need to be made through the Executive Assistant to the Principal by phone or in person.
3. In the event that satisfaction is not achieved through the Principal, the grievance can then be lodged to The Margaret Jurd College Grievance Committee, a committee of the Margaret Jurd College Board of Directors.

**Please mark all correspondence CONFIDENTIAL and address all grievances to:**

**Margaret Jurd College Grievance Committee  
Margaret Jurd College  
272 Sandgate Road  
Shortland NSW 2307**

# Grievance Procedure for Students, Parents and Caregivers



Funding for Margaret Jurd College comes from a variety of sources. NSW Department Family and Community Services- FACS, DET, DEC and our own fund-raising initiatives. Registration and accreditation is attained through the NSW Office of the Board of Studies. The College reports to these peak organisation's regarding performance and expenditure of funds received. These parties are in no way part of the governance structure of Margaret Jurd College.

Margaret Jurd College (NSW) Limited is a Ministry of The Uniting Church in Australia governed by the Board of Directors appointed by the NSW Synod. The governance structure of the College is as follows.

