

<b>GRIEVANCE PROCEDURE FOR STUDENTS, PARENTS AND CAREGIVERS</b>	
<b>DOCUMENT GUIDE</b>	<b>DOCUMENT INFORMATION</b>
Policy Title	Grievance Procedure for Students, Parents & Caregivers
Document I.D.	5.3
Applicable to	MJC Students and their parents/carers
Document Owner	Grievance Committee
Document Creator	School Principal
Related Documents	Industrial Relations Act 1996 Independent Colleges NSW (Teachers) MEA 2017 Independent Colleges NSW (Support Staff) MEA 2017 Anti-Discrimination Policy
<b>DOCUMENT CONTROL</b>	
Policy Title	Grievance Procedure for Staff
Version	1
Date	June 2019

## 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.



## Procedure

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. Parents or caregiver can raise the grievance with the Campus Coordinator. If the grievance remains unresolved the Campus Coordinator will raise the grievance with the College Principal and discuss options. The Campus Coordinator will discuss options with the student, parent, or caregiver to negotiate an acceptable outcome.
2. 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. If a student has a grievance external to a parent or carer then this will need to be lodged with the Campus Coordinator. An initial investigation will be undertaken that may require contact with parents and carers regarding the matter.
4. If a student complaint is not resolved with the Campus Coordinator, then this may be escalated to the Principal
5. 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

	What	Who	When
1	Raise a grievance with the Campus Coordinator.	Parents/Carers.	Should a grievance arise.
2	Escalate any Grievances that are not resolved to the Principal.	Campus Coordinator.	Should an agreement not be made.
3	Lodge any grievances that are not resolved by the Principal to the Margaret Jurd College Grievance Committee.	Parents/Carers.	Should a grievance not be resolved.