

COLLEGE COMMUNITY GRIEVANCE POLICY

Effective from	June 2019
Approved by	The Principal
Policy Owner	The Principal
Policy Administrator	Heads of Campus
Application	All Students, Parents, Carers and College Community members
Last review date	March 2025
Next review date	March 2027
Version	2.0
Published externally	Yes
Related Documents	College Community Grievance Protocol (Shortland Campus) College Community Grievance Protocol (Tuncurry Campus)
File/Functional reference	College Community
NESA reference	B7 Enrolment & Attendance, B9 Discipline

Margaret Jurd College provides an alternative education setting dedicated to supporting disadvantaged students who find mainstream schooling challenging. We offer tailored support for students who:

- *Live with diagnosed mental health conditions and associated challenging behaviours as defined by the Department of Education and Training;*
- *Have histories of complex trauma; or*
- *Have Autism Spectrum Disorder (ASD).*

The College is committed to providing an inclusive, supportive environment for young people seeking to complete their secondary education, especially when mainstream schooling does not meet their needs.

1 Purpose

The purpose of this policy is to provide a fair, transparent, and consistent process for addressing grievances raised by or between members of the Margaret Jurd College (the College) community. It aims to ensure all community members have an appropriate mechanism to raise concerns or complaints about their experiences with the College and its community in a respectful and supportive environment - fostering a positive culture and maintaining trust.

2 Scope

This policy applies to all Students, Parents, Carers and College Community members.

3 Policy Statement

Margaret Jurd College is committed to creating an environment that models the rights and responsibilities of students and families through the services it provides. Where a member of the College community believes they have been unfairly treated, discriminated against, or received an unsatisfactory standard of service, a grievance may be raised under this policy.

The College values a culture where all community members feel respected, supported, and heard. Grievances are acknowledged as a natural part of organisational life, and the College is dedicated to resolving them promptly, fairly, and confidentially. Community members are encouraged to raise concerns without fear of retaliation, victimisation, or prejudice.

All grievances will be managed in accordance with the principles of natural justice, including the right to be heard and the right to a fair and impartial process. Wherever possible, grievances should be resolved informally and at an early stage. Where informal resolution is not appropriate or effective, a formal grievance process will apply.

4 Application of Policy

Grievances

- 4.1 College community members are encouraged to resolve grievances informally where appropriate. If informal resolution is not possible, the grievance may be raised with the relevant Head of Campus.
- 4.2 If it is not appropriate to raise the grievance with the Head of Campus, the matter may be referred directly to the Principal. A meeting can be requested via the Principal's Executive Assistant.
- 4.3 If a student has a grievance involving someone other than their parent or carer, the matter should be raised with the Head of Campus.
- 4.4 Where a grievance cannot be resolved by the Head of Campus or the Principal, it may be escalated to the College's Grievance Committee - a sub-committee of the Board of Directors. To do so, a written application should be submitted, marked confidential, and addressed as follows:

CONFIDENTIAL
Margaret Jurd College Grievance Committee
Margaret Jurd College
Level 1, 31 Beaumont Street
Hamilton NSW 2303

Limitations

- 4.5 The College's grievance process, including escalation to the Grievance Committee, is intended to support resolution of matters within the reasonable control and scope of the College. The Board is not bound to investigate or determine grievances that:

- fall outside the College’s jurisdiction or legal authority;
- are considered vexatious, frivolous, or lacking substance;
- have already been adequately addressed; or
- involve matters that are intractable or otherwise incapable of practical resolution by the College.

4.6 Decisions regarding whether a grievance proceeds beyond the informal or formal stage, including escalation to the Grievance Committee, remain at the discretion of the College Principal and/or the Board.

Variation

4.7 The College reserves the right to vary, replace or terminate this policy from time to time.

5 Policy Administration

5.1 Definitions, Acronyms & Abbreviations

College Community Enrolled or prospective students of Margaret Jurd College, their parents and/or carers, and stakeholders with a personal connection to the College (eg grandparents, contractors, church congregation members).

[Attachments /over]

[This protocol is to be followed in accordance with the College Community Grievance Policy.]

All Staff

1.1 Student Grievance Protocol

Who	What	When
Student or their representative (parent, carer or caseworker)	Lodge a formal grievance with the HOC	If a student has a grievance with someone other than a family member
Head of Campus Shortland (HOC)	Carry out initial investigation (please note to the student that this step may require contact with parents/carers) and reach a resolution with all parties	Should a student submit a grievance
Head of Campus Shortland (HOC)	Escalate the grievance to the Principal	If a student's grievance cannot be resolved by the HOC
Complainant	Lodge the grievance with the Board's Grievance Committee in writing	In the event the grievance is not resolved via the Principal
Grievance Committee	Discuss the grievance and provide a formal response in writing	Once a formal outcome has been decided

1.2 Other Community Member Grievance Protocol

Who	What	When
Complainant	Raise a grievance with the Head of Campus Shortland	Should the grievance not be able to be solved informally
Head of Campus Shortland (HOC)	Raise the issue with the Principal	Following the receipt of a formal grievance
Head of Campus Shortland (HOC)	Discuss the process suggested by the Principal to resolve the grievance with the complainant and negotiate an acceptable outcome for all parties	Following meeting with the Principal on the matter
Complainant	If required, discuss the grievance directly with the Principal by booking an appointment via the Executive Assistant	If the grievance has not been resolved by or is not appropriate to be raised with the HOC
Complainant	Lodge the grievance with the Board's Grievance Committee in writing	In the event the grievance is not resolved via the Principal
Grievance Committee	Discuss the grievance and provide a formal response in writing	Once a formal outcome has been decided

[This protocol is to be followed in accordance with the College Community Grievance Policy.]

All Staff

1.3 Student Grievance Protocol

Who	What	When
Student or their representative (parent, carer or caseworker)	Lodge a formal grievance with the HOC	If a student has a grievance with someone other than a family member
Head of Campus Tuncurry (HOC)	Carry out initial investigation (please note to the student that this step may require contact with parents/carers) and reach a resolution with all parties	Should a student submit a grievance
Head of Campus Tuncurry (HOC)	Escalate the grievance to the Principal	If a student's grievance cannot be resolved by the HOC
Complainant	Lodge the grievance with the Board's Grievance Committee in writing	In the event the grievance is not resolved via the Principal
Grievance Committee	Discuss the grievance and provide a formal response in writing	Once a formal outcome has been decided

1.4 Other Community Member Grievance Protocol

Who	What	When
Complainant	Raise a grievance with the Head of Campus Tuncurry	Should the grievance not be able to be solved informally
Head of Campus Tuncurry (HOC)	Raise the issue with the Principal	Following the receipt of a formal grievance
Head of Campus Tuncurry (HOC)	Discuss the process suggested by the Principal to resolve the grievance with the complainant and negotiate an acceptable outcome for all parties	Following meeting with the Principal on the matter
Complainant	If required, discuss the grievance directly with the Principal by booking an appointment via the Executive Assistant	If the grievance has not been resolved by or is not appropriate to be raised with the HOC
Complainant	Lodge the grievance with the Board's Grievance Committee in writing	In the event the grievance is not resolved via the Principal
Grievance Committee	Discuss the grievance and provide a formal response in writing	Once a formal outcome has been decided