

1. Introduction

This procedure aims to provide guidance to students, parents/guardians, School Board members, contractors, volunteers, labour hire workers, secondees, visitors, and other members of the Girton Grammar School (GGS) community on how to raise a complaint or grievance with the school and how to request a review if you are not satisfied with the outcome.

2. Grievances Resolution Procedure

2.1 Stage 1 - Raise the concern

2.1.1 Step 1. Identify the concern

Clarify your concern: "*who, what, when, where, why, and how*".

Identify the outcome you are trying to achieve by raising your concern.

You should provide the following information when raising a concern or making a complaint:

- Your name and contact details.
- Student name (if relevant).
- The nature of the complaint.
- Copies of any relevant correspondence or documents relating directly to the complaint.
- What you consider may be required to resolve the complaint.

2.1.2 Step 2. Raise the concern

In the first instance, you should raise your concerns directly with the school. GGS must be aware of a concern and of its substance in order to address it.

GGS believes that a concern is often best resolved closest to its source, and when a concern relates to a student, encourages concerns to be raised with the relevant staff member.

Depending on the nature and severity of an issue, and whether the classroom teacher has a conflict of interest, concerns may instead be raised directly with a senior staff member (e.g. Head of Senior School, Head of Junior School).

However, that senior staff member may delegate responsibility for dealing with the concern to another appropriate staff member, GGS website: <https://www.girton.vic.edu.au/contact-us/>. Specific contact details can be found on Astra.

If unsure who to contact in the first instance, guidance is referred to in the table below. C

Curriculum and Teaching matters	lassroom Teacher Deputy Head of Junior School Head of Junior School Deputy Principal Classroom Teacher	House Tutor Head of House Head of Student Engagement Head of Senior School Deputy Principal Classroom Teacher
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11.02b Complaints and Grievance Procedure



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3. Relevant Considerations

3.1 Withdrawal of a Grievance

A grievance can be withdrawn at any stage during the processes outlined in this procedure. A grievance can only be withdrawn by the person who made the complaint to GGS.

Ideally, all grievances should be retracted in writing; however, a dated notation on the GGS's systems stating the grievance has been withdrawn verbally by the appropriate person can be made by a staff member at GGS responsible for managing the grievance.

GGS will notify affected parties if a grievance is withdrawn, where considered appropriate.

Regardless of a person's wish to withdraw a grievance, complaints that have disciplinary implications for a staff member may still be followed up by GGS.

3.2 Anonymous Grievances

GGS is committed to dealing with grievances in accordance with the processes outlined in this policy. GGS respects, in some cases, complainants would prefer to remain anonymous and not put a name to their grievances.

GGS treats grievances about the school, a staff member, a student's education, enrolment and/or a student's wellbeing with the utmost importance and will investigate such grievances raised to the fullest extent practicable. However, anonymity can make it difficult for GGS to effectively resolve grievances (particularly where the school is being asked to accept an anonymous source's version of events) and are accordingly discouraged.

3.3 Previously Addressed, Stale or Vexatious Grievances

Grievances that have been previously addressed by GGS or externally, or which were not raised with GGS within a reasonable period of time (having regard to the nature of the relevant grievance), will not be considered in the absence of highly relevant new information and/or evidence coming to light.

GGS does not tolerate vexatious grievances.

3.4 External Grievances and Redress

GGS acknowledges that grievances relating to the school can also be made to an external body or be the subject of legal action. However, GGS encourages its community to raise any grievances and work to resolve such matters in accordance with the procedures outlined in this procedure.

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5. Procedure Status/ Document Control

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