



Little Yarra  
STEINER SCHOOL

## Grievance Procedure

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A grievance is a real or imagined cause for a complaint due to perceived unfair treatment.

Whenever feasible, grievances should be taken, in the first instance, to the Class teacher or guardians.

When this is not feasible for any reason, a member of the school's management should be contacted. The grievance is then taken to a school management meeting who will decide on an unbiased and impartial decision-maker to resolve the dispute.

The person who receives the complaint will in the first instance seek to clarify the nature of the complaint in order to decide how to handle it; whether there can be an on-the-spot resolution, or whether to direct the aggrieved party to a more appropriate person.

In all cases prompt action will be taken to resolve the dispute.

A **written record** of the details of the grievance is made and a copy provided to a member of the school's management if appropriate.

The person handling the complaint is to inform the parties of the details of the grievance and the ensuing steps. The school's management will also be informed of the grievance and of any actions taken.

In dealing with grievances, it is important to treat fairly and equally all parties involved and gain clarity of the facts needing to be substantiated by providing an opportunity for both sides to be heard and to provide adequate notice to both parties of the ensuing process.

Any decision, whether to dismiss or accept the grievance, and consequences thereto, will be promptly communicated in the form of a written outline to the relevant parties.

Documents relating to the grievance will be retained by the school and in the relevant staff, parent, or student file.

The nature of the grievance and any resulting outcomes will be strictly confidential and the party or parties will neither be victimised nor discriminated against as a result of the process.

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