



Lake Joondalup Baptist College

Grievance Policy (Student)

Policy #: 77b

Policy reviewed date: August 2023

Lake Joondalup Baptist College is committed to the National Child Safe Organisation Principles, and to providing a child-safe environment which safeguards all students and promotes practices which provide for the safety, wellbeing and welfare of our children and young people. Lake Joondalup Baptist College expects all College community members including Board members, staff, volunteers, students, visitors and contractors to share this commitment.

Student Grievances Policy

Purpose

Lake Joondalup Baptist College (the **College**) is committed to the nurture of young people to discover and confidently express their unique God-given gifts in service of their community.

The College works to ensure a safe and healthy environment characterised by tolerance and support; and which also respects differing learning styles and celebrates student achievements.

Part of this commitment involves ensuring students have access to processes that allow for grievances to be managed appropriately, promptly, fairly and with sensitivity. In doing so, we seek to ensure that our students feel empowered, supported and heard throughout their educational journey at the College, especially when raising grievances with us.

The College takes all complaints and concerns received from students seriously. Consistent with this commitment, this policy outlines the College's approach to addressing student grievances.

Policy statement

This policy applies to all students at the College.

When raising a grievance with the College, College students can expect to:

- Be treated with courtesy and respect.
- Talk about their grievance in confidence with a member of staff and be reminded that speaking up in good faith is the right thing to do.
- Have the grievance taken seriously, considered impartially, and dealt with on the merits.
- Be supported by College staff.
- Not be victimised, or subjected to reprisal, for raising grievances in good faith.

In turn, the College expects that students, when raising a grievance, will:

- Raise grievances in accordance with this policy, and as soon as possible after the event giving rise to the grievance has occurred.
- Be open and honest when raising a grievance.
- Advise an appropriate member of staff if they have any further concerns about the grievance, or feel that they are being treated differently for raising a grievance.
- Be understanding and accepting of any outcome reached, being mindful that the College must sometimes manage the interests of a number of students and other individuals when making decisions and may be privy to confidential information not known to the person raising the grievance.

Please note that the processes outlined in this policy are intended to be conciliatory, non-adversarial and non-legal.

Framework

The College's *Grievances Policy (Community)* has detailed information about how members of the College community can raise and resolve grievances.

In practice, students should raise any grievances with a classroom teacher or any member of staff with whom they feel comfortable, including:

- a. Head of House, Chaplains, or Secondary Deans.
- b. If you are in Primary, the Dean of Primary.
- c. If you are in Years 7 – 12, the Dean of Students (Secondary).
- d. If you are concerned about student safety and wellbeing, and you do not feel comfortable speaking with the staff referred to above, you may speak to the Executive Business Manager or Executive Manager Infrastructure & Operations.
- e. If your concern is about curriculum the Dean of Primary or Dean of Studies.
- f. If your concern is about a member of the College Leadership Team, the Principal.

- g. If your concern is about the Principal, the Chair of the College Board at: Chair@ljbc.wa.edu.au or via post (PO Box 95, Joondalup WA 6391).

The College's focus will be on understanding the nature of the problem raised, the people involved, and the options available to resolve the grievance.

If you are seeking to make a formal complaint to the Principal (or it is determined by the College that a formal complaint is required), a Complaint Form (see Appendix 2) should be completed by you and your parent/guardian or otherwise, the staff member who receives the complaint.

The Director General of the Department of Education is responsible for ensuring that the school observes the registration standards, including the standard about its complaints handling system. Any student, parent or community member is entitled to contact the Director General with concerns about how the school has dealt with a complaint. Information is available on the Department of Education website. While the Director General may consider whether the school has breached the registration standards, she does not have power to intervene in a complaint or override the school's decision.

Related Policies

77a Grievances Policy (Community)

87 Staff Grievance Policy

87a Staff Grievance Procedure

Appendix 1 Flow chart for student complaints

Child Concerns Procedure Primary School

Do you have a Concern?



Talk

Talk to a parent, carer, friend or someone you trust and ask them to help you. They can even be with you when you tell of your concern.



Find out

Talk to someone at the College you feel comfortable with. Find out who is the person who is responsible for concerns. This will save you from having to tell lots of people your full story. You can discuss a concern face-to-face, by phone, in writing – a note, letter or email.



Plan

Plan what you want to say

Write down your concern and how this has affected you. Also decide what you think should be done.

Be calm

Ask as many questions as you like.



Keep at it

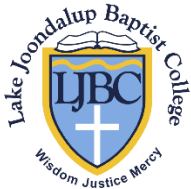
Don't be afraid to tell your concern again if you are still not safe or feel the matter has not been resolved fairly. We are here to help you.

If you do not feel safe, or do not want to talk to someone in the College,
there are other people who can help you.
Check out: ccyp.wa.gov.au

Complaints Process for Secondary Students

If you are not happy or worried about something, follow the steps below.
Be as clear as possible about what is troubling you e.g. Homework, another student or a teacher.





Complaint Form

A formal complaint may be lodged in a number of ways:

- Sending an **email** to the designated staff member listed on the *Grievance Policy* eg a teacher, Head of House, Dean or the Principal.
- Handing in a **printed copy** to Primary or Secondary Reception or by posting it to the College (Addressed to the Senior Executive Assistant to the College Principal, Lake Joondalup Baptist College, PO Box 95, Joondalup WA 6919).
- Arranging a **meeting** by telephoning Primary Reception (08) 9300 7435 or Secondary Reception on (08) 9300 7444.

Your details (please print)

Parent/Guardian name:

Student name:

Contact number: Email address:

Complaint

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Facts

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You are welcome to attach additional pages as required

Signature/s

Please print name

Please print name