



# Kairos Community College

## Student and Parent Grievance Policy

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<b>Purpose:</b>	When a student or parent has a grievance against another staff member or volunteer and makes a formal complaint, it must be investigated diligently and fairly in accordance with a documented procedure, and resolved speedily, to minimise damage to interpersonal relations and/or the organisation.	
<b>Scope:</b>	The policy is in relation to staff paid and unpaid, students and carers.	
<b>References:</b>	<ul style="list-style-type: none"> <li>• Education (Accreditation of Non-State Schools) Act 2001</li> <li>• Corporations Act 2001</li> </ul>	
<b>Supersedes:</b>	No previous	
<b>Authorised by:</b>	Board Chair	<b>Date of Authorisation:</b> 15.12.14
<b>Review Date:</b>	Annually	<b>Next Review Date:</b> 15.12.15
<b>Policy Owner:</b>	School Governing Body	

### Legislation

*Education (Accreditation of Non-State Schools) Act 2001*

*Corporations Act 2001*

*Commonwealth Age Discrimination Act 2004*

*Commonwealth Disability Discrimination Act 1992*

*Commonwealth Equal Opportunity for Women in the Workplace Act 1999*

*Commonwealth Racial Discrimination Act 1975*

*Commonwealth Sex Discrimination Act 1984*

*Qld. Anti Discrimination Act 1991 and Anti Discrimination Regulation 2005.*

*Qld. Community Services Act 2007 and Community Services Regulation 2008*

*Qld. Criminal Code (Section 346)*

*Qld. Industrial Relations Act 1999 and relevant Amendments*

*Qld. Workplace Health and Safety Act 1995 and Workplace Health and Safety Regulation 2008*

## Policy

All students and carers of Kairos Community College Ltd. have the right to lodge a formal complaint related to any grievance with another staff member or volunteer.

Kairos Community College Ltd. follows a structured process for handling formal complaints related to grievances. All employees, volunteers and students are made aware of the Grievance Procedure, which documents this process.

If necessary, the grievance process may be adapted so that it is culturally appropriate for the parties involved. This adaptation will not be of such an order that it impacts negatively on the diligent, fair and speedy resolution of the matter.

The complainant has the right to be supported throughout the process by a representative or an advocate.

No student or Carer will be disadvantaged by making a formal complaint about a grievance.

## Related Procedures

- Student and Carer Grievance Procedure

<b>Policy Review and Version Tracking</b>				
<b>Version</b>	<b>Date to be Reviewed</b>	<b>Person Responsible</b>	<b>Comments</b>	<b>Date Adopted</b>
1	15.12.15	Tanya Genito	Policy developed	15.12.14