



Grievance Procedures for Boarding Students and Parents/Guardians of Boarders

Document No: 113.10

Issue date: July 2021

Rationale

Wenona (“the School”) promotes a school community where each member is respected and valued. Positive relationships, professional interactions and a willingness to take a pro-active response towards resolving an ongoing concern in a considerate and calm manner is incumbent on all members of the Wenona Boarding community as a means to sustaining a positive, welcoming and well-functioning Boarding community.

The School recognises that from time to time members of the school community and public may hold concerns. It is in the interest of all parties that these concerns or grievances be raised with the School in a timely, professional and appropriate manner.

The following guidelines are aimed at assisting members of the Boarding community in adopting the most appropriate and supportive approach to raising concerns and addressing grievances. The guidelines also aim to ensure that the rights of the School, students and parents are:

- protected when a concern or grievance is submitted
- resolved as expeditiously and effectively as possible
- handled following standard procedures across the Wenona community and processed in accordance with government requirements.

Guidelines for raising concerns

For students and parents

All matters relating to child protection, staff misconduct or reportable conduct should be reported directly to the Principal. More information about reporting these concerns are available in the Child Protection and Mandatory Reporting Policy.

For all other concerns, in the first instance students and parents should communicate verbally or in written form with the Head of Boarding. If the grievance relates to the Head of Boarding, the issue should be raised with the Deputy Principal (Student Wellbeing).

It may be appropriate to raise some concerns with the relevant Year Coordinator, Head of School or appropriate Director (Performing Arts, ICT, Sport, and Boarding), or Head of Curriculum (Kindergarten to Year 6), or the Heads of Teaching and Learning. If a concern is ongoing, or is of a more serious nature, or where it is not appropriate to deal with either the Head of Boarding or the Deputy Principal (Student Wellbeing), then it should be outlined in writing and sent directly to the Principal. All matters relating to child protection, staff misconduct or reportable conduct should be reported directly to the Principal.

On receipt of a written complaint, the Principal, or appropriate delegate, will give the matter due consideration and communicate back to the person concerned a course of action in a reasonable time frame. At any stage, a student or parent can contact the Principal’s Office for support or information regarding these guidelines. The Principal or delegate will reply formally to a written letter to confirm the outcome of the matter or concern under investigation.



Where there is a concern shared by a group of parents, parents are required to write individual letters to represent their personal views only. Petitions, virtual forums, web group pages, internet or chain email, or other similar forms of communication, are not an acceptable or appropriate way to raise or lodge a grievance at Wenona.

These forms of complaint do not carry greater weight than a letter written by an individual parent and they are not perceived to be supportive of the School or the Boarding community; nor are they the most productive or helpful way of solving a concern.

A serious concern about the actions of a Member of the Board of Governors or the Principal should be communicated to the Chair of the Board of Governors.

Overseas Students

Full fee-paying Overseas Students (FFOS) should refer to the Overseas Student Handbook for further guidelines regarding Complaints and Appeals.

Related Documentation

Please also refer to the *Community Code of Conduct (200.10)*, *Child Protection and Mandatory Reporting Policy and Procedures (301)*, *Overseas Students Handbook (325)*, and *Boarding Handbook (600)*.