



Grievance Policy for Parents and Caregivers

Policy:

As a Christian College, our beliefs are shaped by Biblical teaching. This informs us that we live in a world where we aspire to achieve our goals but things go wrong and conflict can be the result. Relationship differences, in any school setting where a larger group of children and young people are working together, will occur. Unfulfilled expectations, mistakes and the impact of young lives that have been damaged, can all contribute to relationship tensions. The impact of the on-line world and its 24/7 presence has blurred the traditional gap between the world of school and home.

At MNCC, our **Leadership team**, **Wellbeing staff** and **Bridge Builders Program** are specifically in place to help young people deal with problems, conflicts and inappropriate behaviour. Sometimes, there will also be conflicts between adults in our community.

Where there are problems that are not resolved, especially when conflict is occurring between students or families in an on-line setting, this **Grievance Procedure** may be needed.

It is very important to note that the governance of an Independent College like MNCC, which is part of the **Association of Independent Schools (AISSA)**, is not run by the Education Department and does not come under the direct control of the SA Minister for Education. Final decisions regarding matters at MNCC are made by the Principal under the authority of the MNCC Board, which is elected by the Association of MNCC.

This Policy is a requirement of the College's Registration and can be used when there is a grievance over a matter that is unresolved. **The aim of this policy is to avoid division, unresolved conflict and people leaving our College in a manner that is damaging and hurtful.**

Good Process:

When there is a conflict at any school community, a circle of people will often know about it. It is important in using this **Grievance Process** to be:

- Calm
- Confidential
- Forgiving
- Considered

We know that in a community such as ours, that those younger people who are watching us resolve our conflicts, learn important lessons 'in life'. This is especially true for older children or teenagers. MNCC students are taught the Bridge Builders lessons which show them how to resolve conflicts well. Where there are different views about a matter that do not agree, the end point in Bridge Builders is 'Letting Go', which focusses on Forgiveness. Bridge Builders recognises that conflict is a part of life that will occur from time to time.

Good Procedures:

If a conflict cannot be resolved in the usual way at MNCC, the **Grievance Procedure** can be offered and will involve:

1. Meeting with a member of the College Leadership Team - the aim is resolution.
2. Writing and asking for a formal process – this aims for a decision to be made and may involve a Board member and an agreed mediator.
3. Writing to the Board Chair – This will ensure a response and a final decision regarding the matter.

At all times, the **Grievance Policy and Procedure** assumes high level of confidentiality to ensure that the issue is kept only to those who need to know. The use of Social Media forums is not part of the **Grievance Procedure**. Those

involved in the Grievance Procedure will always be offered the opportunity to have a support person present and a suitable record will be kept of any decisions.

At MNCC, our aim is that any grievance will be resolved in a relational manner. This policy acknowledges that not all situations will reach agreement, but states that matters of disagreement should be handled well by all concerned. A satisfactory outcome may require a written agreement, which will remain confidential and may require a regular review by those involved in the process.

Summary:

The aim of our **Grievance Policy** is restoration. We will always want to show our students how to restore damaged or broken relationships. We know this takes time and can be difficult, but a positive outcome builds resilience, good character and demonstrates the love that our Saviour, Jesus, demonstrated on the Cross, which is at the centre of our faith.

END OF POLICY

Approved date of Policy: 16/09/2021