Information Statement

Topic: Resolution of Grievances Policy

Definition:
Grievance is defined as a real/fancied ground of complaint and includes complaints against physical, verbal, sexual or emotional harassment or academic appeals which may threaten the ability of Redcliffe State High School staff and students to manage their roles and responsibilities effectively.

The policy comprises a procedure for the resolution of grievances and a set of principles to be adhered to as the procedure is followed.

Resolution of Grievances will be based on the following principles:

- All key stakeholders are to be informed of the grievance policy.
- Resolution procedures are to be conducted in an atmosphere of open communication and avoid blame or discrimination.
- It will focus on the re-establishment of good working relationships and positive outcomes.
- All parties involved will be informed of the grievance.
- All persons against who a grievance has been made have the right to an advocate of their choice.
- Grievances will be treated seriously and dealt with promptly.
- Resolution of a grievance is to be achieved as quickly as possible and with a minimum number of people involved.
- Every effort will be made to resolve the grievance informally.
**Procedure for Resolution of a Grievance -**

1. Verbal complaint made to the relevant staff member.
2. Inform all parties of complaint.
3. Action commenced within one week.
4. Records kept by all parties.

If unresolved
- Complaint made in writing to relevant HOD/Admin.
- Records kept by all parties.

If unresolved
- Complaint made in writing to Principal at Redcliffe State High School. Records kept by all parties.

**Satisfactory Resolution**

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**Academic Appeals**

Students who are unhappy about an academic decision have the right to appeal. A student seeking to appeal against the result of an assessment has the following avenues of appeal.

a) An informal approach should be made to the teacher not later than two days after the results have been notified to the student.

b) If a student is dissatisfied with the decision of the teacher, he/she has the further right to appeal to the Faculty Head of Department within a further two days.

This appeal needs to be in writing clearly stating the case for re-evaluation. Decisions on appeals will be guided by provisions of the school assessment policy.

c) The Faculty Head of Department’s decision is final. This decision will be communication in writing to the appellant.