



SYDNEY JAPANESE
INTERNATIONAL
SCHOOL
シドニー日本人国際学校

Complaints and Grievances Policy

Complaints and Grievances Policy

(Adopted by Executive Committee)

Rationale

The school endeavours to maintain and improve the services and overall education it provides to its students. The school recognises the value and rights of all school community members and allows for the expression of opinions, complaints, and grievances.

The school places a very high priority on its efforts:

- Maintaining a safe and caring environment for its students and staff
- Improving the services and education provided for the school community

Aim

The policy identifies the procedures each community group should undertake to lodge complaints and grievances to school management. All members of the community must adhere to the School Values which guides all behaviours within the school and therefore must measure their expressions accordingly.

Expressing a Complaint or Grievance

Complaints and grievances may be made when they address the practices which assure the safe operation of the school and the general well-being of its students, staff, and parents. The purpose of making a complaint or grievance is to alert the school to a problem which, in the opinion of the person making the complaint, should be addressed.

Complaints and grievances may be expressed by students, staff, parents or members of the community. Below are the procedures each group must follow:

1. Students:

- a. Any complaint or grievance must be expressed first to the classroom teacher.
- b. Students may express a complaint or grievance to the Deputy Principal:
 - i. When there is an unsatisfactory result from the classroom teacher, or
 - ii. When it is inappropriate to express their complaint to the classroom teacher.

2. Parents:

- a. Matters of concern about a student must be expressed first to the classroom teacher.
- b. Matters of concern about the school management must be expressed to the Deputy Principal either by:
 - i. Email, Letter
 - ii. Meeting
- c. If a complaint or grievance is not addressed satisfactorily, a parent may lodge a complaint or grievance with the Principal and/or the Board of Directors in writing.

Supporting structure for Complaints and Grievances:

Please refer to the following policies when considering a complaint or grievance.

- Discipline Policy
- Anti-Bullying Policy
- Supervision Policy
- Child Protection Policy
- Assessment and Reporting Policy
- Work Health and Safety Policy

Consideration must always be given to respectful communication of complaints and grievances. Emotional outbursts of anger or ridicule will often not accomplish the desired goals.

Your compliance with the requirements of this policy will assist in the school's efforts to achieve these important objectives.