

# Grievance - Student

## Policy and Procedure

### Rationale

#### Principles and Scriptural Context

Lutheran Schools are Christ-centred where individuals should feel safe to express their points of view openly, honestly, constructively and in a spirit of love. St Paul's analogy of the church as a human body (1 Corinthians 12:12-27) serves well as a picture of all members actively working together for the common good.

From time to time concerns regarding educational, behavioural or school environment issues may arise. For this reason, Unity College has developed a set of procedures to work through unresolved situations, or where action or decision is considered to be unfair or inappropriate. This is the reality of sin and our inability to live in perfect harmony with one another. However, through God's grace and forgiveness, and by the guidance of the Holy Spirit, we strive to reconcile differences and resolve all conflict amicably.

To this end we are guided by the Scriptures:

- *"If your brother sins against you, go and show him his faults, just between the two of you. If he listens to you, you have won your brother over. But if he will not listen, take one or two others along, so that every matter may be established by the testimony of two or three witnesses."*  
(Matthew 18: 15,16)
- *"Do not let any unwholesome talk come out of your mouths, but only what is helpful for building others up according to their needs, that it may benefit those who listen."*  
(Ephesians 4:29)
- *"Be kind and compassionate to one another, forgiving each other, just as in Christ, God forgave you."*  
(Ephesians 4:32)

Within the grievance process the power of prayer should never be underestimated. As a practicing Christian community Unity College enlists the Holy Spirit's guidance through each step.

## **Implementation**

For matters beyond the ability of fellow students to assist in resolving, students are encouraged to speak to their Pastoral Care teacher or their Year Level Co-ordinator or any other adult member of staff whom they trust.

At Unity College, the pastoral care structure is deemed to be the most appropriate for supporting students.

- Each student is assigned to a Pastoral Care class and within the class they are matched with a Pastoral Care teacher. Students and teachers meet regularly to discuss life at school in general, as well as educational goals, happiness and other more routine or social issues. The Pastoral Care teacher is the first point of call for a student who has a grievance or if they feel troubled by any aspect in their life.
- The Year Level Co-ordinator will become involved if the matter is deemed to be of a serious nature or if the student would rather discuss the grievance with them.
- In the event that the matter is personal and the student wishes to gain some greater insight into the issue by talking to someone in a confidential setting they will be encouraged to talk the matter through with the School Counsellor. Appointments with the Counsellor can be made at the Student Service Office.
- If the adult approached is not a member of the year level team they will be encourage the student to approach their Year Level Co-ordinator or their Pastoral Care teacher so that they are aware of any grievances that might exist.

Should the matter be of a more serious nature, or if the grievance should exist with the Year Level Co-ordinator, the student is able to make an appointment to meet with a Head of School. Ordinarily matters would not need to exceed beyond this point, although matters of a serious nature would be drawn to the attention of the Principal

## **What to do when you have a personal or academic issue?**

As a Christian community, you as a student should feel safe to express your points of view openly, honestly, constructively and in a spirit of trust. As Paul says in Ephesians 4:29, "Do not let any unwholesome talk come out of your mouths, but only what is helpful for building others up according to their needs, that it may benefit those who listen."

There will, of course, be times when we do not agree with the behaviour or views of others. At these times it is important that we are able to identify the right approach in which we can state our concerns, grievances or issues and not put at risk our place in the community.

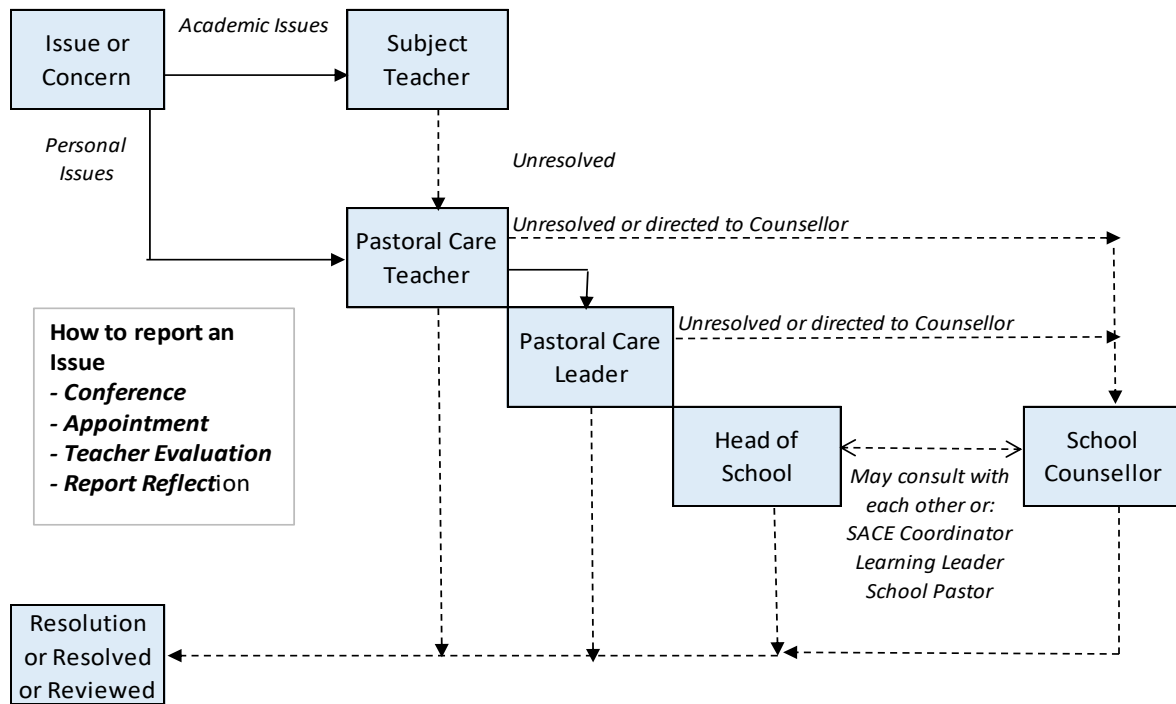
If for some reason you have a concern regarding:

- the learning in your subject area
- the behaviour of others
- or an aspect of the school environment

You can:

- speak to your Subject or Pastoral Care teacher
- make an appointment to see the School Counsellor
- give constructive feedback via Teacher Evaluation Sheets or Report Reflection Sheets

## Flow Chart of Action for Student Issues



### Evaluation:

This policy will be reviewed as part of the school's three-year review cycle.