Context Statement
Saint Mark’s College is committed to supporting students and staff in a community which strives for equity and justice, respect and dignity, nurture and care. The College’s ethos calls for all members of the community to listen deeply to the needs of students and their families. The College’s vision for education ensures the dignity and well-being of each student are paramount. The College is committed to ensuring professional standards of the highest order are adhered to and nurtured in the care and education of children and young people.

Rationale
We at St Mark’s College acknowledge that:
- All members of the College community have responsibilities to ensure positive resolutions are achieved for students seeking a resolution to a grievance.
- The dignity of the student, family and staff member are paramount with mutual respect being at the heart of all interactions.
- A complaint or grievance may be identified and articulated by the student or parent/caregiver or another member of staff.

Purpose
In implementing this policy, St Mark’s College aims to:
- Ensure adherence to all policies in relation to students’ learning, well-being and protection.
- Develop appropriate programs, procedures and processes to ensure natural justice to all those involved in the resolution of a grievance or a complaint as well as opportunities for restorative justice.
- Work to achieve a positive resolution of a grievance or complaint.

Guidelines
St Mark’s College will:
- Promote students’ well-being through the development and implementation of appropriate programs and procedures.
- Develop procedures to deal with grievances and complaints.
- Implement restorative justice processes.
- In the case of suspected child abuse implement mandatory notification procedures immediately.

The Principal/Deputy Principal will:
- Monitor and implement all policy and procedural guidelines in relation to student well-being, protection and learning.
- Provide professional development and support to staff members in developing professional standards of the highest order.
- Implement procedures to deal with grievances and complaints.
- Undertake to investigate grievances and complaints and seek to achieve a positive resolution.
- In cases of suspected child abuse implement immediately the procedures for mandatory notification.

The Staff will:
- Adhere to and actively support and promote the College ethos and the professional expectation of Catholic Education South Australia’s Code of Conduct Teachers and Child Protective Practices.
- Adhere to all civil, church and school policies in their relationships with children and young people.
- Impart a duty of care at all times.
• Fulfil all responsibilities in their duties as a teacher in the learning environment, in teaching and learning programs and in student wellbeing practices.

The Students will:
• Fulfil the responsibilities and expectations of a Saint Mark’s College student identified in the student diary and student enrolment contract.
• Adhere to all College policies and procedures.
• Inform teacher or coordinator or parents/caregivers of any concerns or issues relating to their learning and well-being.

The Parents/Caregivers will:
• Work in partnership with the College to ensure patterns of open communication are established and maintained.
• Inform the College of any incident that requires the attention of staff.
• Work collaboratively with the College in the best interests of the student.

Basis of Discretion
The Principal has the final decision on any interpretation of this policy.

Supporting Documents
CESA’s Code of Conduct for Staff Employed in Catholic Schools (2014)
SACCS Pastoral Care Policy (2008)
SACCS Duty of Care Policy (2004)
Saint Mark’s College Child Protection Policy (2014)
Saint Mark’s College Conflict and Creating a Culture of Care, Guidelines and Procedures (2014)
Saint Mark’s College Anti Bullying and Harassment Policy (2014)
Saint Mark’s College Pastoral Care Policy (2014)
Saint Mark’s College Enrolment Contract
Saint Mark’s College Student Diary
Saint Mark’s College Staff Handbook

APPROVAL OF STUDENT GRIEVANCE POLICY

PRINCIPAL

COLLEGE BOARD CHAIR

Date:

Review Date: September 2017