



Policy	GRIEVANCE PROCEDURE - STUDENTS			
Policy Ref No	EDUPOL 009			
Policy Section	OWNERS / DIRECTORS / HEADMASTER			
Date	Prepared by	Version	Approval Date	Review Date
13 June 2016	ISASA	2016	20 June 2016	June 2017
30 June 2017	Gershon Aitchison	2016.1	30 June 2017	June 2018
22 Sep 2018	Gershon Aitchison	2016.2	20 Nov 2018	Sep 2019

This policy is to be read in conjunction with EDUPOL005, with reference to vision, mission, legislative framework, definitions and acronyms contained therein, and the annexures attached hereto. **The term grievance and complaint are interchangeable where applicable.**

Introduction

- A grievance is any dissatisfaction, or feeling of injustice, on the part of a student ~~or group of students~~, in connection with his/her/~~their~~ school or classroom situation, which is brought to the attention of the Headmaster.
- Grievances exclude an appeal against disciplinary action.
- The key purpose of the Grievance Procedure is to establish a structured and formal communication channel through which students may bring bona fide grievances to the Headmaster's attention, and to have it resolved without delay at the lowest possible level.
- Disputes can be effectively dealt with to avoid them from developing further.
- Every effort will therefore be made to resolve the grievance at the earliest stage, close to its source, and as quickly as possible.
- All students are free to submit grievances with the assurance that their standing with the organisation will not be prejudiced by submitting a grievance.
- All students, irrespective of their position, seniority or time at the school, are encouraged to utilise this procedure to seek to address their concerns.

- A grievance must be raised within one week after it has come to the notice of the student and late submission will only be considered on good cause shown.

Principles

The following general principles should be observed:

- The Headmaster should grant students an opportunity to air their individual grievances and provide the necessary mechanisms to do so.
- The students should be allowed representation / assistance by a peer / prefect / teacher / parent if he/she so chooses.
- The Headmaster should make a concerted effort to resolve grievances in an open and honest manner.
- Each state of the grievance procedure should be accompanied by time limits.
- Only once the student declares him/herself satisfied, will the grievance have been resolved.
- Teachers should refer grievances to the Headmaster of the school.

Expedited Grievance Procedure

- This procedure only makes for provision for a simple and expedited 'two-step' process, in the interests of speedy grievance resolution and the escalation of formal grievances to the School Head without undue delay.
- This procedure intentionally does NOT make provision for the escalation of grievances to the School Board, but consultation with the School Board by the Head is encouraged.

1. Step 1 - Informal Discussion

- 1.1. Parties to any grievance should in the first instance, and wherever possible, resolve grievances informally, i.e. with their teachers and / or involved peers / teachers, before 'escalating' the issue to the formal level.
- 1.2. If a resolution is not possible, a formal written grievance may be lodged with the Headmaster.

2. Step 2 - Formal Grievance to Head

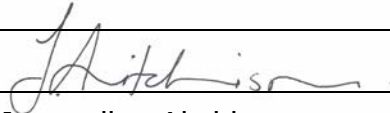
- 2.1. Should the grievance not within a reasonable period be resolved informally to the satisfaction of the student by way of Step 1, it may be pursued further by the students by the completion of **Grievance Form 1**.
- 2.2. The grievance in the appropriate format should then be submitted to the Head within one (1) week of Step 1 being finalised. [If the grievance is instituted against the Head in the first instance, please refer to clause 3 below.]
- 2.3. The Head should investigate the matter and respond personally to the student's grievance within a reasonable period, also around five (5) days unless good reason for a longer delay exists.

- 2.4. The Head should attempt to resolve the matter through discussions with the student and/or any other persons involved and may, if necessary, conduct a formal grievance enquiry in order to establish the facts. Minutes of such an enquiry should be kept.
 - 2.4.1. The parties at the grievance enquiry should include the aggrieved student and the person(s) against whom the grievance has been lodged, if applicable.
 - 2.4.2. A fellow student representative (who is willing to assist the aggrieved student) may also be present, if this is required by the student. Legal representation for any party at grievance hearings is prohibited as this may unnecessarily complicate or extend practical discussion of the issues and finding a practical solution.
 - 2.4.3. If necessary, arrangements must be made by the School Head for relevant witnesses to be available to give evidence, if there are other students or persons who are involved in the grievance, or its resolution.
 - 2.4.4. The Head as convener (or his/her designate, which may include an external person) may hear evidence from relevant parties, frankly discuss the matter with all the parties, and should attempt to facilitate an appropriate resolution of the grievance.
 - 2.4.5. The School Head / convener will consider the evidence heard during the hearing and conduct any further investigation necessary to arrive at a decision.
- 2.5. If the matter is not resolved during the enquiry, the Head should within a reasonable time after the enquiry (around three (3) days) respond to the grievance in writing regarding the School's decision as to how the grievance may best be resolved.
- 2.6. The attached **Grievance Form 1** should be used as part of this process and should be fully completed.
- 2.7. The decision so reached should be final.
- 2.8. Copies of the completed grievance forms should be provided to the student and his/her parents or other parties involved. These forms should be placed in the student's personnel file once the matter has been dealt with.

3. Non-Resolution and Referral

- 3.1. Dissatisfaction with the outcome of the grievance process may be pursued by the student in terms of any legal remedies that may be available to him/her in terms of the School Act or other law.
- 3.2. If the grievance is against the Head in the first instance and remains unresolved, then a referral of the grievance to the Director / School Board may be made and the procedure as outlined in Step 2 may be followed by the Director / Board to try and resolve the grievance, after which par. 3.1. above will apply.

Signed at Fourways on this the 20th day of June 2016.

Director		Director	
Name	Gershon Aitchison	Name	Jacqueline Aitchison

Attachments:

Grievance form 1

Grievance form 2

Grievance Enquiry record

GRIEVANCE FORMS

FORM 1

(Attach extra paper if space is insufficient)

Date: Name:

Name of representative:

Details of student's grievance

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Solution required:

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Signed:

Student

RECEIVED BY HEAD

Name of Head:

Date received:

Head's investigation:

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[If a grievance enquiry is convened, attach minutes and outcome.]

Head's decision/comment:

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Student notified on: (Date) (Student signature)

Solution agreed upon:

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OR Grievance remains unresolved ☐

Signature (Head)

GRIEVANCE ENQUIRY RECORD

(Attach extra paper / notes if space is insufficient)

Date grievance meeting held:

Present:

[illegible][illegible]

[illegible][illegible]

Does the student agree with the decision / resolution (indicated above)? Yes / No

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Signature (Student)