



## STUDENT GRIEVANCE PROCEDURES

All students and staff have the right to teach and learn in a calm, safe and respectful environment. To ensure this students and staff are required to adhere to our agreed grievance procedures.

### Students will:

- \* Decide if they require adult support to address a situation or issue
- \* Approach a staff member and report their issue in a calm and respectful manner
- \* Participate in conversations with the staff member to investigate the issue
- \* Be informed of the outcome and consequences
- \* Accept that their report will be addressed at the teacher's first opportunity

### Staff will:

- \* Teach students the process and language required to report an issue
- \* Complete a 'grievance procedure report' form once a student has approached them
- \* Address the issue immediately or make a time for the student to be heard soon after
- \* Listen to the student
- \* Investigate the issue and speak with people involved
- \* Put appropriate consequences in place
- \* Report outcome to the original student

*Some classes will have a written procedure to complete to report an issue.*

### Students will not:

- \* Shout at the teacher or make their report in an aggressive manner

*Students choosing not to access the agreed Grievance Procedures, instead choosing disruptive, destructive or violent behaviours will be sent home. Their issue will be addressed on their return, if they then choose to engage in the appropriate process of reporting.*

### Staff will not:

- \* Ignore an issue which has been brought to their attention

