



## Grievance Policy

### Parents

#### 1. Principles

The Launceston Church Grammar School believes that individuals should feel safe to express their points of view openly, honestly and constructively, working together for the common good.

From time to time concerns regarding educational, behavioural or school environment issues may arise.

For this reason Launceston Church Grammar School has developed a set of procedures to work through unresolved situations, or where an action or decision is considered to be unfair or inappropriate.

#### 2. General Statements

- The grievance procedure provides guidelines for raising an unresolved issue or complaint and having it considered seriously. It is essential, therefore, that before the process begins all parties participating are familiar with the process.
- Informal resolution of a grievance is encouraged and is always the preferred option. This is reached when the outcome is satisfactory to all. The formal process is set in motion where the informal process fails to reach a satisfactory outcome.
- The grievance procedure may not result in a change to, or reversal of, a decision or action. Sometimes it may be an understanding to follow or improve guidelines or procedures in the future.