



Grievance Policy and Procedure for Parents

STATUS: Updated 2026

Prepared by: SMCS Staff
Number of pages: 3
Date prepared: 28 July 2014
Monitored by: Principal
Review by: Principal
Date for review: 2023
Status: Approved

Version History

Version	Date	Status
1.0	28/7/2014	Adopted
1.1	24/10/2018	Updated
1.2	27/4/2020	Approved
1.4	12/1/2026	Branding and name updated to SPCC Snowy Mountains

1.0 Purpose & Context

This policy has been written to facilitate the resolution of complaints, concerns and disagreements from parents over their child's relationship with a teacher or other aspects of their child's education. Should a parent wish to address this, we would want them to follow the appropriate grievance policy and procedure.

2.0 Definitions

Nil

3.0 Policy

The School will seek to address and resolve the relevant School-related grievances, complaints and appeals by parents and student in a gracious, God-honouring and timely manner.

4.0 Procedure

4.1 Initial contact will be with the teacher involved with a view to resolving the conflict. This contact should only be made after the parent has clearly defined for themselves what they see the issue to be and what they believe is a fair and desirous outcome of the meeting.

4.2 If this first step fails to bring resolution, the parents may contact the relevant co-ordinator (High School or Primary).

4.3 Should the co-ordinator be unable to address the situation satisfactorily; the parents may then contact the Principal with a view to solving the conflict. This may involve the executive discussing the matter with the teacher, directing the teacher towards a certain path of action, holding a mediation session with parties involved, or other appropriate strategy.

4.4 Strategies put in place should be given time to work. If they do not work, the parent is to re-approach the school executive to explore further options. If, after numerous attempts to address the situation, the parent comes to the point of believing that the School is unable to understand or deal with their concern, they may approach the Board through the Board Chair.

4.5 This approach must include a written account from the parent raising the concern. In cases where a Board member acts as an advocate on behalf of the parent raising a grievance, they will advocate but not vote on the matter.

4.6 The written concern is to be distributed to all Board members in the information package sent out before the Board meeting. This enables the issue to be prayed about in advance of the meeting and be placed on the meeting's agenda.

4.7 The Board would be the final arbiter in this case and their decision is final.

5.0 Congruence With Legislation and Related Policies

6.0 Sources

Catriona Wansbrough authored original policy 2005

7.0. Consultation

Board and Principal

8.0. Review

Review in three years

9.0 Accountabilities

9.1 RESPONSIBILITY

The Principal is responsible for the focus, content and maintenance of the policy.

9.2 IMPLEMENTATION PLAN

Policy will be available at school office for interested parents/ friends.

9.3 TRAINING PLAN

Principal will ensure all staff understand this policy.

9.4 COMPLIANCE

The Principal is ultimately responsible for ensuring that policies produced for and on behalf of SPCC Snowy Mountains comply with this policy

10.0 Policy Adviser

The Principal will act as the Policy Adviser.

11.0. Forms

Nil