



*In partnership with parents Strathalbyn Christian College aims to make known the Lordship of Jesus Christ through excellence in education to equip students for works of service ~ College Mission Statement*

## Rationale

This Policy affirms our commitment to healthy and positive relationships and to effectively resolve conflict when it occurs. Our intent is to ensure that all serious complaints and grievances are handled appropriately.

It should be read in conjunction with the Peacewise Peacemaking Principles which are used extensively throughout the College as a helpful tool in responding to conflict Biblically:

<http://www.peacewise.org.au/get-help-with-conflict-2/peacemaking-principles/>

## Scope

This Policy outlines the way the College will deal with disputes which may arise between any members of our College community, when the normal procedures for resolving conflict have not been successful.

The day to day management of the College is the responsibility of the Principal. The Geraldton Christian Community Schools Association Board operates out of a Policy-governance framework and should only be contacted if the normal grievance channels (refer to Appendix B) have been exhausted.

## Definitions

**Grievance:** A grievance may exist when a member of the school community has a complaint against a person or the school or a group of persons within the school concerning an action taken, a policy, a process, structures, etc, which for whatever reason has not resolved.

**Conflict:** A conflict can be said to exist where two parties are in opposition to each other over an issue and are unable to resolve it by themselves.

**Mediation:** Mediation is a process whereby the listening and speaking between parties in a grievance or conflict situation is facilitated by an independent, skilled person or panel.

**Resolution:** Resolution is a stage reached between two parties who, though once in conflict, have now agreed on a course of action that is perceived by both parties to be best for themselves and for the community of the school.

**Dispute:** A disagreement or argument. A dispute exists where all normal channels of complaint or conflict resolution have been exhausted.

## References

- Complaints Form (Appendix A)
- Who Do I Talk To Chart (Appendix B)

## Related Policy and Procedures

1. Code of Conducts Policy (Staff, Students and Volunteers)
2. Bullying Policy

This Policy was adopted in May 2014 when the Dispute Resolution Policy (Parents, Students & Public) **and** Dispute Resolution Policy (Staff & Volunteers) was combined into one document (Version 1.0). Revised in February 2017.

Next due for revision in Term 1, 2018 (reviewed annually, Appendix B to be updated)

## Policy

## 1. BACKGROUND

- 1.1 The College seeks to apply a biblical foundation in its approach to dispute resolution. Principles such as those outlined in Matthew 18:15 - 16 and 1 Corinthians 6 remind us of our duty to not be in conflict while Matt 7:5 also notes the importance of right perspective and bias. The following steps shall therefore apply in connection with questions, disputes or difficulties arising from conflict and relational breakdown.

## 2. HOW TO MAKE A COMPLAINT (see also Appendix C)

Any community member or member of the general public who has a dispute or grievance should follow the steps outlined below:

- 2.1 Write to the Principal or Deputy Principal, using the Complaints Form available by request from the College Office, outlining the facts as you know them and request an appointment to discuss the issue.

The Principal or Deputy Principal will arrange to meet with all parties either separately and/or together as they deem appropriate.

Detailed records will be kept and signed by all parties, including any agreements that are made or if mediation is agreed to/necessary.

Further appointments will be scheduled if follow up is required.

*Should the issue still be unresolved, or if the complaint involves the Principal or Deputy Principal, please follow the steps outlined in 2.2.*

- 2.2 Write to the Geraldton Community Christian Schools Association (GCCSA) Board, using the Complaints Form available by request from the College Office, again outlining all facts and request that the GCCSA Board help in reaching a resolution. The GCCSA Board will determine the extent of their involvement in helping resolve the issue. The GCCSA Board is the College's final arbiter.

The Procedure for the GCCSA Board Chair to follow is outlined in Section 4 below.

*Should the issue still remain unresolved, please go to step 2.3.*

- 2.3 Ask for a meeting with an independent mediator.

*Should the issue still remain unresolved, please go to step 2.4.*

- 2.4 Seek legal advice from an outside agency.

## 3. GENERAL PRINCIPLES

- 3.1 All genuine complaints will be taken seriously and treated with the utmost confidentiality. It is also incumbent upon the complainant to maintain extreme discretion so that the matter does not become a source of gossip, defamation or general disharmony.

**4. PROCEDURE FOR BOARD CHAIR**

- 4.1 The GCCSA Board Chair should discuss the matter fully with the Principal and be provided with relevant documentation. If a briefing is required from a member of staff, this should occur in the presence of the Principal.
- 4.2 The Chairman should respond to the community member or member of the public, notifying them that they are reviewing the matter, asking them if they wish to add anything further and providing a date by which they may expect a response.
- 4.3 The Chairman may be able to offer a new approach to the matter, and this may satisfy the community member or member of the public. The Chairman's response should be clear and detailed, and should offer a meeting if the community member or member of the public remain troubled.
- 4.4 If a meeting is requested, the Chairman offers to meet the community member or member of the public at a time convenient to them.

Those involved are:

- the Chairman of the GCCSA Board
- the Principal and, at the most, one other member of staff
- the community member or member of public

The community member or member of the public should be permitted to bring with them a supportive friend who is not involved with the complaint. Legal representation is not appropriate at this stage.

APPENDIX A



**COMPLAINTS FORM**

This form should be used when a person wishes make a complaint against the College or a member of the College community.

**Please complete the Form and return it marked:**

FOR THE PRIVATE ATTENTION OF  
 The Principal or Deputy Principal or GCCSA Board Chair  
 Strathalbyn Christian College  
 Locked Bag 5011  
 Strathalbyn WA 6531

You should expect to be contacted regarding this complaint within 5 working days (during school terms)

**Date you are lodging this form:** \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

**Your details:** please only provide the contact details that you are happy for our staff to use to contact you:

Family Name: \_\_\_\_\_  
 Given Name/s: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Phone Numbers: Mobile: \_\_\_\_\_ Home: \_\_\_\_\_  
 Email: \_\_\_\_\_

**Relationship with the College (please tick)**

Current Student                                       Current Parent/Guardian  
 Former Student                                         Current Parent/Guardian  
 Other (please specify) \_\_\_\_\_

**If you are part of our College Community, have you (please tick)**

Read the Dispute Resolution Policy?                       Yes     No  
 Discussed the issue with those directly involved?     Yes     No



APPENDIX B

WHO DO I TALK TO??

**A Quick-Reference Information Chart for Parents**

All Staff Names and e-mail addresses are printed in the Family Handbook



TEACHING AND LEARNING:

Position	Responsibilities	
<b>Teacher</b>	<ul style="list-style-type: none"> <li>• Student welfare, behavioural &amp; curriculum issues</li> </ul>	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> contact for any issues relating to your child &amp; their education</li> <li>• 1<sup>st</sup> contact for queries relating to curriculum</li> <li>• 1<sup>st</sup> contact for parents regarding student welfare &amp; behavioural matters</li> </ul>
<b>Primary Student Support</b> Mr Hayden Scally hscally@scc.wa.edu.au	<ul style="list-style-type: none"> <li>• Primary student welfare &amp; behavioural issues</li> </ul>	<ul style="list-style-type: none"> <li>• 2<sup>nd</sup> contact regarding student welfare &amp; behavioural matters if issues are not resolved with Teacher (K-6)</li> </ul>
<b>Year Group Coordinator (YGC)</b>	<ul style="list-style-type: none"> <li>• Secondary student welfare &amp; behavioural issues</li> </ul>	<ul style="list-style-type: none"> <li>• 2<sup>nd</sup> contact regarding student welfare &amp; behavioural matters if issues are not resolved with Teachers (7-12)</li> <li>• YGC deals with a child who has accumulated 5 or 10 Infringements. Student Support Team contacts parents as required</li> </ul>
<b>Student Support Counsellor</b> Mrs Penny Fletcher pfletcher@scc.wa.edu.au	<ul style="list-style-type: none"> <li>• Counselling</li> <li>• Help to access external services</li> </ul>	<ul style="list-style-type: none"> <li>• 3<sup>rd</sup> contact regarding student welfare &amp; behavioural matters if issues are not resolved with Primary Student Support or Year Group Coordinators</li> </ul>
<b>Key Learning Area Coordinators (KLACs) Secondary – English, Humanities, Science, Mathematics, Health PE/ Sport &amp; Rec, Technology</b> <b>Primary – Kindy-Yr2 &amp; Yrs 3-6</b>	<ul style="list-style-type: none"> <li>• Secondary Issues</li> <li>• Curriculum</li> <li>• Discipline</li> </ul>	<ul style="list-style-type: none"> <li>• 2<sup>nd</sup> contact for parents if issues remain unresolved with Teachers</li> <li>• 2<sup>nd</sup> contact for queries relating to curriculum if not resolved with Teacher</li> <li>• <u>Secondary Discipline</u> issues are handled by KLAC if a child receives a Send Out. Student Support Team contacts parents as required.</li> <li>• <u>Primary Discipline</u> – handled by Primary Student Support (see above)</li> </ul>
<b>Curriculum Coordinators – BLW, Music</b>	<ul style="list-style-type: none"> <li>• Curriculum</li> </ul>	<ul style="list-style-type: none"> <li>• 2<sup>nd</sup> contact for queries relating to curriculum if not resolved with Teacher</li> </ul>
<b>Educational Resource Manager</b> Mr Greg Hornsby ghornsby@scc.wa.edu.au	<ul style="list-style-type: none"> <li>• Timetabling</li> </ul>	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> contact for timetabling queries</li> </ul>
<b>Senior Secondary Coordinator</b> <b>Camps Manager</b> Mr Steve Fletcher sfletcher@scc.wa.edu.au	<ul style="list-style-type: none"> <li>• Senior Secondary Coordinator</li> <li>• Year Group Camps &amp; Mission Trip Oversight</li> </ul>	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> contact for queries relating to subject choices or issues for Secondary students (Yr 11/12)</li> <li>• 3<sup>rd</sup> contact if curriculum issues are not resolved with KLAC (Yr 11/12)</li> <li>• Oversight of Year Group Camps &amp; Mission Trips</li> </ul>
<b>VET &amp; Electives Coordinator</b> Mr Keith Roffman kroffman@scc.wa.edu.au	<ul style="list-style-type: none"> <li>• Vocational Education</li> <li>• Secondary electives (9/10) &amp; subject changes</li> </ul>	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> contact for queries relating to Vocational Education</li> <li>• 1<sup>st</sup> contact for queries relating to subject/elective choices or issues for Secondary students (Yrs 9-10)</li> <li>• 1<sup>st</sup> contact for change of subject requests from students (Yrs 9-12)</li> </ul>
<b>Inclusive Education Coordinator</b> Mrs Martlie Fourie mfourie@scc.wa.edu.au	<ul style="list-style-type: none"> <li>• IEPs / CAPs / Special Needs</li> <li>• Extension/ Enrichment Support</li> </ul>	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> contact for staff – managing students with special needs – students on Individual Education Program (IEP)/Curriculum Adjustment Plan (CAP)</li> <li>• 1<sup>st</sup> contact for staff – managing students with special needs – student extension</li> </ul>
<b>Deputy Principal Curriculum</b> Mrs Sophia de Lange sdelange@scc.wa.edu.au	<ul style="list-style-type: none"> <li>• Curriculum K-12</li> </ul>	<ul style="list-style-type: none"> <li>• Responsible for Day to Day Operations of College K-12 in relation to curriculum</li> <li>• 3<sup>rd</sup> contact for queries relating to curriculum if not resolved with KLAC</li> <li>• 2<sup>nd</sup> contact for staff – managing students with special needs – student extension</li> </ul>
<b>Deputy Principal Student Welfare</b> Mr Steve Fletcher sfletcher@scc.wa.edu.au	<ul style="list-style-type: none"> <li>• Student Welfare &amp; Behaviour Oversight</li> </ul>	<ul style="list-style-type: none"> <li>• Responsible for Day to Day Operations of College K-12 in relation to student welfare and behaviour</li> <li>• 3<sup>rd</sup> contact for parents re: student welfare &amp; behavioural matters if issues remain unresolved</li> <li>• Contact DPS Exec Assistant, Bernadette Buckley, bbuckley@scc.wa.edu.au, if K-12 issues have not been resolved with person functionally in charge</li> </ul>

**WHO DO I TALK TO??**

**A Quick-Reference Information Chart for Parents**

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**ADMINISTRATION:**

Position	Responsibilities	
<b>Reception</b> Mrs Julie Fong jfong@scc.wa.edu.au	<ul style="list-style-type: none"> <li>• General Enquiries</li> </ul>	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> contact for general enquiries</li> <li>• 1<sup>st</sup> contact for queries regarding event dates and times</li> </ul>
<b>Student Services</b> Mrs Janet Wells studentservices@scc.wa.edu.au	<ul style="list-style-type: none"> <li>• Absences</li> <li>• Student Details</li> </ul>	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> contact for student absences – prefer by text 0481 070 669 or email studentservices@scc.wa.edu.au or phone College Office 9938 9100</li> <li>• 1<sup>st</sup> contact for signing students out of College for appointments</li> <li>• 1<sup>st</sup> contact for updating student details such as health issues etc.</li> </ul>
<b>Help Desk – Tech Support</b> Stephen Rice helpdesk@scc.wa.edu.au	<ul style="list-style-type: none"> <li>• IT Technical Support</li> <li>• iPads/ MacBooks</li> </ul>	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> contact for resolution of IT issues</li> <li>• Provide assistance to staff, parents and students with IT devices</li> </ul>
<b>Fees Officer</b> Mrs Matilda Kanini mkanini@scc.wa.edu.au	<ul style="list-style-type: none"> <li>• Fees</li> <li>• Payments</li> </ul>	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> contact for all queries relating to school fees</li> <li>• Receives all payments for fees, events, etc.</li> </ul>
<b>Uniform</b> Mrs Glenis Hornsby sccuniform@scc.wa.edu.au	<ul style="list-style-type: none"> <li>• Uniforms</li> </ul>	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> contact for uniform purchases/queries</li> <li>• Uniform Shop opening hours are on College website</li> </ul>
<b>Enrolments Officer</b> Mrs Jenny Visser jvisser@scc.wa.edu.au	<ul style="list-style-type: none"> <li>• Enrolments</li> </ul>	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> contact relating to enrolment at the College</li> </ul>
<b>Marketing &amp; Community Relations Officer</b> Mrs Anna Hollander ahollander@scc.wa.edu.au	<ul style="list-style-type: none"> <li>• Events</li> <li>• Fundraising</li> <li>• The Link - Notices</li> <li>• Parent Team</li> </ul>	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> contact regarding fundraising/event suggestions</li> <li>• 1<sup>st</sup> contact for information to go in The Link (weekly College newsletter)</li> <li>• 1<sup>st</sup> contact regarding information about Parent Team</li> </ul>
<b>Communications Officer, Executive Asst to Principal, Front Office Manager</b> Mrs Fiona Davidson fdavidson@scc.wa.edu.au	<ul style="list-style-type: none"> <li>• Communications</li> <li>• Family Details</li> <li>• Principal</li> <li>• Office Issues</li> </ul>	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> contact for issues relating to communications from the College</li> <li>• 1<sup>st</sup> contact for updating family details such as contact details, requests for multiple copies of documents to be mailed, VROs etc.</li> <li>• 1<sup>st</sup> contact for any queries directed to the Principal</li> <li>• 1<sup>st</sup> contact if issues have not been resolved with front office staff</li> </ul>
<b>Principal</b> Mr Gavin Hirschhausen ghirschhausen@scc.wa.edu.au	<ul style="list-style-type: none"> <li>• Principal/CEO</li> </ul>	<ul style="list-style-type: none"> <li>• College Principal/Chief Executive Officer</li> <li>• Contact Principal's Executive Assistant, Fiona Davidson, fdavidson@scc.wa.edu.au, if issues have not been resolved with person functionally in charge</li> </ul>

APPENDIX C

**How to Make a Complaint**

