



A hope and a future.

Grievance Policy and Procedures

Rationale

This policy refers to how the College will manage grievances from students, parents, community members and College staff. Our Attendance Policy and Procedures are based on the 5 Core Values of Summerland Christian College.

1. Christ Centred.

Here at Summerland, we believe students thrive best in a supportive Christian environment. That's why we strive to create a caring and faith inspiring setting built on God's love. We provide a supportive Christian environment. Colossians 2:2-3

2. Academic Achievement.

Here at Summerland, we are committed to helping our students achieve outstanding academic results. Our dedicated teachers pursue excellence through innovative approaches to learning and by helping our students achieve their best. We have proven academic success. Isaiah 40:31

3. Personalised Education.

Here at Summerland, we believe God has created every student with a unique set of gifts and distinctive potential. That's why we are committed to providing unique pathways for each individual, enriching their development whilst adding academic value to their lives. We seek God's wisdom beyond the earthly in our teaching approach. We value the individual. Ephesians 2:10

4. Partnering with Parents.

Here at Summerland, we believe that students excel when parents and teachers combine for a tailored and supportive approach to their education. That's why we facilitate and encourage parental insights and participation in each child's learning and academic progress. We encourage partnership with each family. Proverbs 22:6

5. The Living Word.

Here at Summerland, we stand on the Word of God and its scriptures as foundational and life transforming. We believe that the Bible is God breathed and our handbook for wise choices and joyful living. We acknowledge our dependence on the empowerment of the Holy Spirit to live as God intended. We are Bible based. Joshua 1:8

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Affiliated with Christian Schools Australia and
operated by Summerland Christian Life Centre Pty.

mysccollege.com

Grievance Policy

At Summerland Christian College we encourage regular, positive and constructive communication between all stakeholders. If the matter can be resolved by informal and formal discussion face to face between the two or more parties to the satisfaction of all parties, no further steps are required. If the matter is not resolved the following grievance procedures should be used.

Grievance Procedures

1. The grievance should be communicated to the staff member concerned in writing to give them the opportunity to respond personally to the issue.
2. Where a specific grievance cannot be resolved after attempts to manage the issue directly with the person/s involved, a formal grievance may be submitted to the appropriate Head of School (Primary or Secondary).
3. A response to the grievance will be made by the appropriate Head of School detailing any decisions, outcomes and actions to follow.
4. Grievances that cannot be resolved to the satisfaction of all parties with the Head of School can then be referred to the College Principal.
Email: principal@sccollege.nsw.edu.au
5. Grievances that cannot be resolved to the satisfaction of all parties with the College Principal can then be referred to the Chairperson of the College Board in writing.
Email: board@sccollege.nsw.edu.au
6. Where it is deemed necessary parties may be requested to attend an interview with the Board for further discussion and clarification of matters.
7. Matters directed to the Board will be responded to in writing.

In matters relating to child protection relevant authorities will be notified and procedures undertaken in accordance with current legislation.

If the grievance is directly related to the behaviours or actions of the College Principal the grievance should be submitted to the Chairperson of the College Board in writing.

It is inappropriate for parents to make direct contact with other students to resolve school related issues. All school issues should be directed to the College.

Grievance Documentation

All grievances and the associated responses are to be stored on Sentral in the appropriate student, staff or parent communications area as determined by the Manager or College Principal.

Related Policies and Legislation

Summerland Christian College Enrolment Policy.

Children and Young Persons (Care and Protection) Act 1998.

Children and Young Persons (Care and Protection) (Child Employment) Regulation 2015.