

# Grievance Policy (Student)

## 1.0 OVERVIEW

Youth2Industry College (**the College**) is committed to ensuring a safe and healthy environment characterised by respect, tolerance and support; and which also respects differing learning styles and celebrates student achievements.

Part of this commitment involves ensuring students have access to processes that allow for grievances to be managed appropriately, promptly, fairly and with sensitivity. In doing so, we seek to ensure that our students feel empowered, supported and heard throughout their educational journey at the College, especially when raising grievances with us.

The College takes all complaints and concerns received from students seriously. Consistent with this commitment, this policy outlines the College's approach to addressing student grievances.

## 2.0 SCOPE

This policy applies to all students of the College

## 3.0 DEFINITIONS

<b>College</b>	Youth2Industry College
<b>Staff</b>	An individual working in a school environment who is: <ul style="list-style-type: none"> <li>○ Directly engaged (volunteers) or employed by the College;</li> <li>○ A contracted service provider engaged by the College;</li> <li>○ A labour hire worker</li> <li>○ A secondee</li> </ul>
<b>Student</b>	A person who is enrolled at or attends the College.

## 4.0 FRAMEWORK

The College's Grievance Policy (Community) has detailed information about how members of the school community can raise and resolve grievances.

In practice, students should raise any grievances with the relevant staff member or any member of staff they feel comfortable speaking with, including:

- (a) Classroom Teachers
- (b) Student Services Leader
- (c) Curriculum Leader
- (d) Welfare Officer
- (e) If your concern is about student safety and wellbeing, and you are not comfortable speaking with the staff referred to above,
  - Speak to the Principal

- Speak to any staff member you feel comfortable speaking to

(f) If your concern is about the Principal, the Chair of the Board.

The College's focus will be on understanding the nature of the problem raised, the people involved, and the options available to resolve the grievance.

## **1 GUIDING PRINCIPLES**

The guiding principles in this policy apply to students who raise a grievance with the College. In this regard, students can expect to:

- (a) Be treated with courtesy and respect.
- (b) Talk about their grievance in confidence with a member of staff and be reminded that speaking up in good faith is the right thing to do (as this is not dobbing).
- (c) Have the grievance taken seriously, considered impartially, and dealt with on the merits.
- (d) Be supported, including by the College Psychologists, Student Services Leader, Curriculum Leader or the Principal.
- (e) Not be victimised or subjected to punishment, for raising grievances in good faith.

In turn, the College expects that students, when raising a grievance, will:

- (a) Raise grievances in accordance with this policy, and as soon as possible after the event giving rise to the grievance has occurred.
- (b) Be open and honest when raising a grievance.
- (c) Advise an appropriate member of staff if they have any further concerns about the grievance or feel that they are being treated differently for raising a grievance.
- (d) Be understanding and accepting of any outcome reached, being mindful that the College must sometimes manage the interests of a number of students and other individuals when making decisions, and may be privy to confidential information not known to the person raising the grievance.

Please note that the processes outlined in this policy are intended to be conciliatory, non-adversarial and non-legal.

## **6.0 ASSOCIATED DOCUMENTS**

- QMS: 404 Y2IC Student Safety and Wellbeing - Raising and Responding to Concerns Policy
- QMS: 401 Y2IC Student Safety and Wellbeing Policy
- QMS: 400-41 Y2IC Complaints and Appeals Form
- QMS: 400-42 Y2IC Complaints and Appeals Register
- QMS: 437 Y2IC Grievance Policy (Community)
- QMS: 438 Y2IC Grievance Policy (Staff)

**VERSION CONTROL DETAILS**

**Revision History**

Date	Version	Author	Change Reference
25/5/2020	1.0	P. Vakakis	Initial Policy
28/2/2022	2.0	P. Vakakis	Updated on Investigation process
17/10/2023	3.0	Y2IC Board	Updates to Section 8
15/10/2024	4.0	T.Witenden on advice from Russell Kennedy Lawyers	Splitting of the Complaints, Grievances and Disputes Policy and Procedure into the Grievance Policy (Staff), Grievance Policy (Community) and Grievance Policy (Students)

**Reviewers**

Date	Version	Approved By	Next Review Date
25/5/2020	1.0	Y2IC Board	May, 2023
1/3/2022	2.0	Y2IC Board	November 2025
25/10/2023	3.0	Y2IC Board	October 2026
15/10/2024	4.0	Y2IC Board	October 2027