

What if I am not satisfied with the outcome?

We hope that you will feel satisfied with the outcome, or at least that your concerns have been fully and fairly considered. If you are not satisfied, the Principal will offer to refer the matter to the Chairperson of the GEMS Christian Education Ltd Board. Alternatively, you may wish to write directly to the Chairperson.

Upon the receipt of a parent's letter of grievance the Chairperson of the GEMS Christian Education Ltd Board will:

1. Liaise with the Principal to determine what action the College has undertaken to resolve the issue and then
2. Give a written response to the parents.

Following the above, if the Chairperson deems that a meeting with parents may be beneficial to bring about a resolution the Chairperson will offer to meet the parents at a time convenient to them.

Those involved are:

- the Chairperson of the Organisation's Board
- the Principal and,
- the parents

Parents are permitted to bring with them a supportive friend who is not involved with the complaint. Legal representation is not appropriate at this stage. The Chairperson, after questioning and listening to the parents, may be able to assist the Principal in finding a solution.

Grievance Procedure

Contact Classroom Teacher



Complete Grievance Form



Contact Principal



Contact Executive Principal



Referral to Chairperson of the GEMS Christian Education Ltd Board

At any stage of this procedure a solution may be reached which will negate the need for the other steps.

GEMS Christian Education Ltd recognises and acknowledges your entitlement to complain and we hope to work with you in the best interests of the children and young people in our care.

For further information please contact

GEMS Christian Education Ltd

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**GEMS
Christian Education
Ltd**



Grievance
Procedure
Parent
Information

GEMS Christian Education Ltd recognises and acknowledges your entitlement to lodge a grievance and we hope to work with you in the best interests of the children and young people in our care.

GEMS Christian Education Ltd welcomes suggestions and comments from parents and takes seriously complaints and concerns that may be raised. This leaflet will show you how to use our grievance procedure.

A complaint will be treated as an expression of genuine dissatisfaction that needs a response.

We wish to ensure that:

- parents wishing to make a complaint know how to do so;
- we respond to complaints within a reasonable time and in a courteous and efficient way;
- parents realise that we listen and take complaints seriously; and
- we take action where appropriate.

*Members of:
Independent Schools Queensland
And
Associated Christian Schools*

How should I complain?

All parents should approach teachers and staff at GEMS Christian Education Ltd with respect and in a calm and controlled manner.

When you contact the Organisation, be as clear as possible about what is troubling you. It may be best to start with the person most closely concerned with the issue eg the classroom teacher. They may be able to sort things out quickly, with the minimum of fuss. However, you may prefer to take the matter to the Principal.

Don't want to complain as such, but there is something bothering me.

The Organisation is here for you and your child, and we want to hear your views and your ideas. Contact the appropriate member of staff, as described above.

What will happen next?

If you raise something face-to-face or by telephone, it may be possible to resolve the matter immediately and to your satisfaction.

If you have made a complaint or suggestion in writing, we will contact you within five working days, to respond to your concerns and explain how we propose to proceed. Further communication will be forthcoming as we work towards a resolution.

What happens about confidentiality?

Your complaint or concern will be treated in a confidential manner and with respect. Knowledge of it will be limited to the Principal and those directly involved. The Chairperson of the GEMS Christian Education Ltd Board may also need to be informed. It is the Organisation's policy that complaints made by parents should not rebound adversely on their children.

We cannot entirely rule out the need to make third parties outside the Organisation aware of the complaint and possibly also the identity of those involved. This would only be likely to happen where, for example, a child's safety was at risk or it becomes necessary to refer matters to the Police. You would be fully informed.

While information relating to specific complaints will be kept confidentially on file, we would point out that anonymous complaints might not be pursued.

Action, which needs to be taken under staff disciplinary procedures as a result of complaints, would be handled confidentially within the Organisation.