

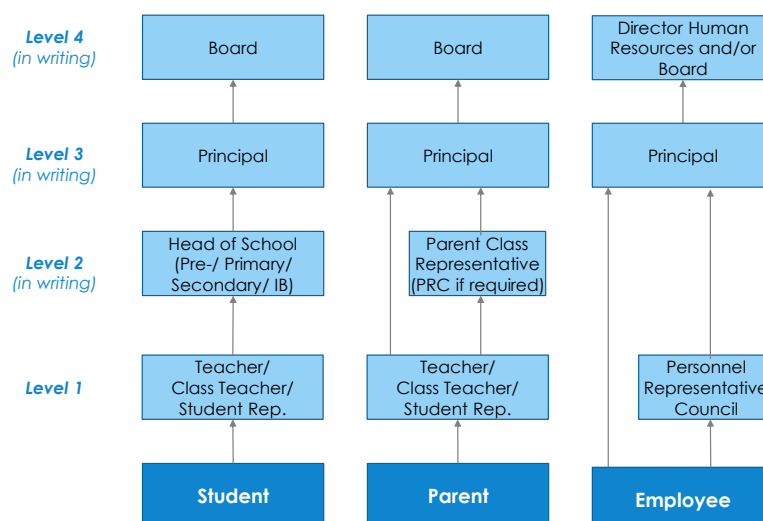
## Grievance Policy

### 1. Scope and Definition

- 1.1. The German International School Sydney (**GISS**) aims to provide an environment for students and parents conducive to open and honest communication, facilitating an atmosphere of trust and cooperation. Nonetheless, sometimes it is inevitable that conflicts arise. In order to prevent escalation the parties concerned are encouraged to approach the persons involved directly in order to resolve the problem informally, speedily and constructively on a low level.
- 1.2. The grievance procedure laid out in this policy aims to assist the complainant in resolving a dispute with appropriate and reasonable means.
- 1.3. All parties involved in the complaints process are expected to respect that:
  - a. A person is not to be disadvantaged or discriminated against in any way for filing a complaint.
  - b. All complaints will be treated confidentially.
- 1.4. As a matter of principle, anonymously filed complaints will not be processed.

### 2. Grievance Process

- 2.1. If you have a grievance, you should, if it is appropriate, try in the first instance to address the grievance directly with the person involved.
- 2.2. The following diagram shows to the complainant the sequence of communication and proceedings required to facilitate a resolution.



- 2.3. Grievances about the Principal also follow the process outlined in 2.1. If no satisfactory solution was reached the grievance should be raised in writing with the Chairman of the Board.
- 2.4. **In the first instance** the complainant **must communicate their complaint either in writing or verbally on level 1**. Should the complainant believe that no satisfactory solution was reached on a level they may proceed to the next higher level.
- 2.5. **From level 2 onwards all complaints are to be communicated in writing.**
  - a. A file will be created and a detailed record (minutes) of conversations and events will be kept.
  - b. All documents will be treated confidentially.
- 2.6. **Non-compliance** with the grievance process leads to a **return to the omitted step**.
- 2.7. A staff member who raises a grievance and the person(s) that the grievance is about may elect to have an appropriate support person present at any meeting with representatives of the School about the grievance. However, depending on the nature of the grievance it may not be appropriate for the support person to be a work colleague.
- 2.8. Once the complainant has exhausted the above stages in the grievance process and no satisfactory solution has been found, they may instigate proceedings in a proper Australian court or tribunal.<sup>1</sup>

### 3. What will the School do if a grievance is raised?

- 3.1. The respective GISS employee (as per the level of the Grievance process) will determine the most appropriate method of dealing with the grievance. This can include:
  - a. requesting further information from the complainant;
  - b. advising of the likely steps that will be undertaken in relation to the grievance;
  - c. advising the person(s) that the grievance is about of the nature of the grievance and seek their response;
  - d. requesting information from others, including co-workers or third parties;
  - e. meeting with the complainant or others involved in the grievance;
  - f. reviewing and responding to the grievance or arranging for an appropriate person to review and respond to the grievance;
  - g. advising the complainant and the person(s) that the grievance is about of the School's response to the grievance and if appropriate, any proposed action to be taken;
  - h. facilitating a meeting between the complainant and the person(s) that the grievance is about.
- 3.2. However, there may be circumstances in which some of the steps outlined above are not appropriate and the respective role(s) managing the grievance at the respective level will determine, in their absolute discretion, on a case by case basis the most appropriate method of handling the grievance.

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<sup>1</sup> German authorities such as the Consulate General/ Embassy or the German Federal Office of Administration have repeatedly stated that they do not deal with internal school matters.

**Document Management**

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