

Hilliard Christian School



Information for Parents

Hilliard Christian School believes strongly in the relationship between the community and the school, and a strong relationship enhances both parties.

Any complaints received in writing or in person will be fully documented. No one will be victimised as a result of making a formal grievance. You have the right to be represented by a support person in the formal process.

Steps to take if you have a problem.

1. Identify the problem clearly prior to contacting the school. If there are more than one, list them to ensure you and the school clearly understand the issue.
2. Decide whether the problem is a **concern, enquiry or complaint**. This helps in finding a solution. Even though complaints are confidential, if it is against a particular person, they will be informed and have a right to respond. Your complaint may be either verbal or in writing.
3. Make an appointment to meet the class teacher. The best way to arrange a convenient time is with the school office or with the teacher directly.
4. Try to stay calm when discussing the concern. Even if you feel upset, being calm will help you get your concerns across more clearly than if you are emotional and angry. It may help to take a support person with you. Remember staff members are committed to resolving any issues that community have and will discuss actions that might be taken in regard to your concern.
5. If you are not satisfied with the teacher-meeting, make arrangements to meet with the Principal at a mutually convenient time.
6. If you are not satisfied with the Principal meeting and you feel the matter is of a very serious nature and has not been resolved, send your complaint in writing to *The Chairman of the School Council*.
7. If you are still not satisfied with the outcome, you may send your complaint in writing to *The Chairperson, Board of Directors, Seventh-day Adventist Schools (Tasmania) Ltd*.
8. If matters still remain unresolved, you have the right to seek arbitration through the courts, ombudsman, legal representation or other government commissions such as the Human Rights Commission. These might entail financial cost to you.
9. Mediation is an option at any stage if the complainant and the person to whom the complaint is directed so agree. Mediation is a jointly agreed process, including the choice of mediator who both parties are happy with. The mediation process is left confidential unless there is a child protection issue.

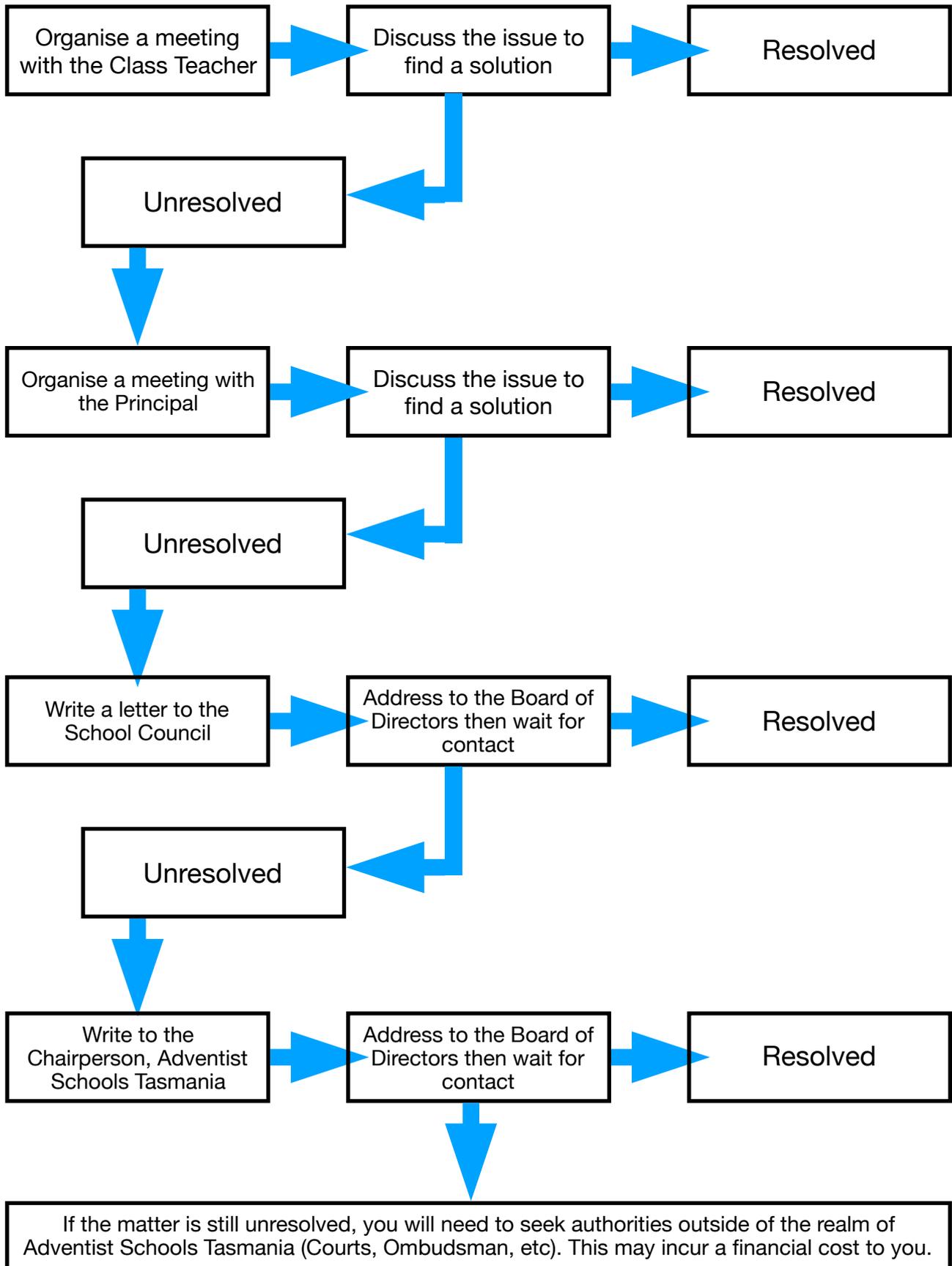
The address of the School Council Chairperson

The Chairperson
Hilliard Christian School Advisory Council
PO Box 162
MOONAH TAS 7009

The address of the Board of Directors Chairperson

The Chairperson
Adventist Schools Tasmania
PO Box 253
MOONAH TAS 7009

Parent Grievance Process



This procedure allows for mediation at any stage of the process. Mediation is a jointly agreed process, including the choice of mediator who both parties are happy with.

Hilliard Christian School



Information for Staff

Hilliard Christian School believe that the relationship between colleagues is very important in ensuring that students are happy, positive, collegial relationships that will make the workplace a good place to be. To assist in this, we have outlined the following steps if you have any serious concerns or complaints regarding any other member of the school staff or larger com solve these as promptly and effectively as you can. You are entitled to a support person at all times through this process.

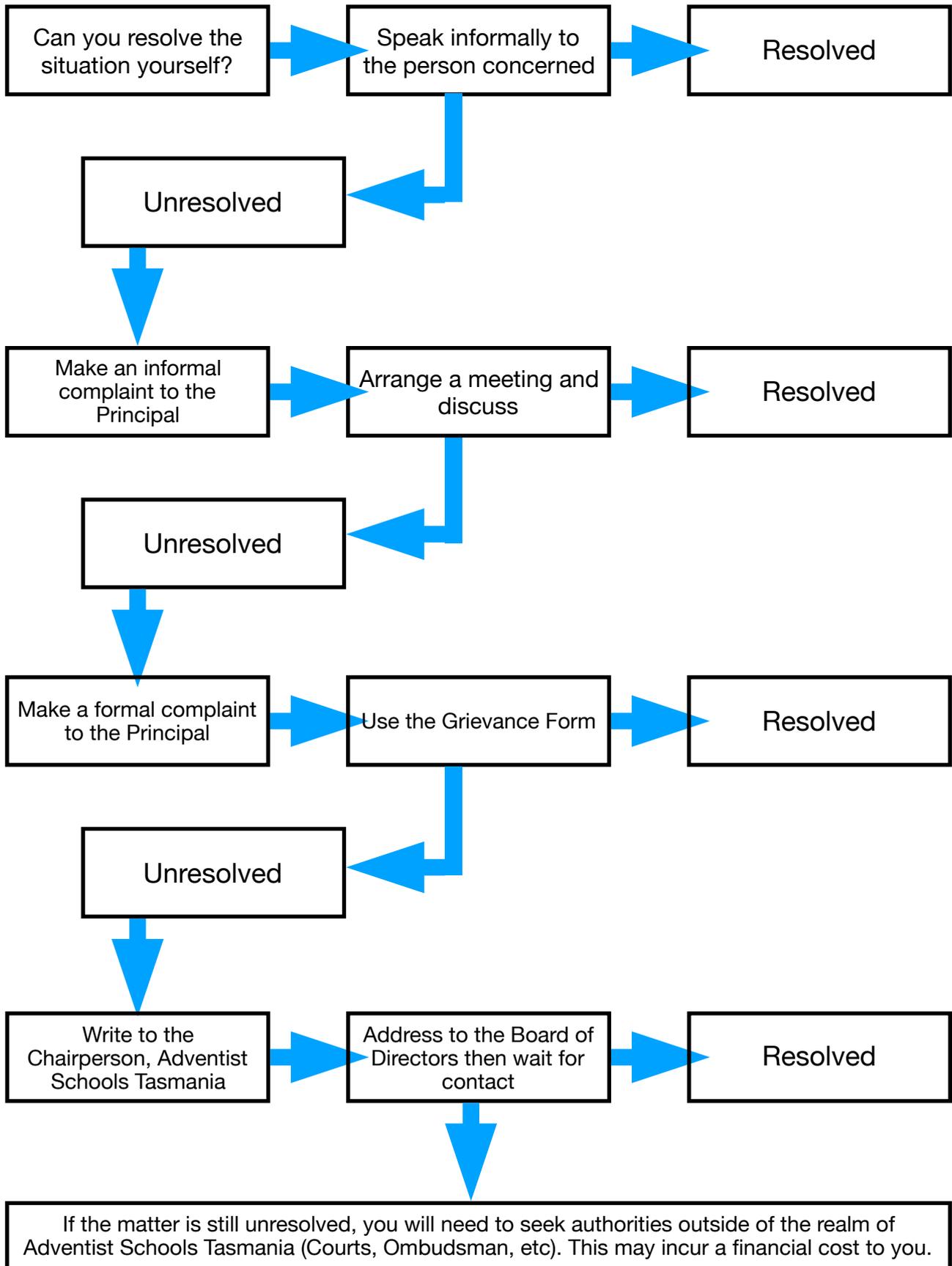
Steps to take if you have a problem.

1. Try to identify the problem clearly before taking any action. Make sure it is clear so that the extent of the problem can be readily understood. Decide whether the problem is a concern, enquiry or a complaint. This will help you know what outcome you are seeking.
2. In the interests of resolving matters quickly and effectively, you are encouraged to informally discuss your concern/complaint directly with the person concerned.
3. If informal strategies do not resolve the issue, make your complaint formally and in writing to the Principal. Where the Principal advises, mediation can be arranged between the parties concerned with mutual agreement.
4. If you still feel you have no satisfaction, the Chairperson, Seventh-day Adventist Schools (Tasmania) Ltd Board of Directors, can be contacted by letter.
5. You have the right to seek arbitration through the courts, ombudsman, legal representation or other government commissions such as Workplace Safety, Anti-Discrimination and Human Rights Commission. These might entail a financial cost to you.
6. Mediation is an option at any stage if the complainant and the person to whom the complaint is directed so agree. Mediation is a jointly agreed process, including the choice of mediator who both parties are happy with. The mediation process is left confidential unless there is a child protection issue.

The address of the Board of Directors Chairperson

The Chairperson
Adventist Schools Tasmania
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Staff Grievance Process



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Hilliard Christian School



Grievance Information for Students

At Hilliard Christian School it is important that everyone feels happy and safe so that best learning can take place. We believe that staff, students and parents need to work closely together for effective education.

If you have a serious problem, concern or complaint, we want you to speak to someone about it and we have provided the following steps to help you to do this.

The person or teacher you talk to may have to share this with someone else so that the problem can be solved. Let them know that you are OK with this. You can always bring a friend, parent or another teacher to support you when you discuss the problem.

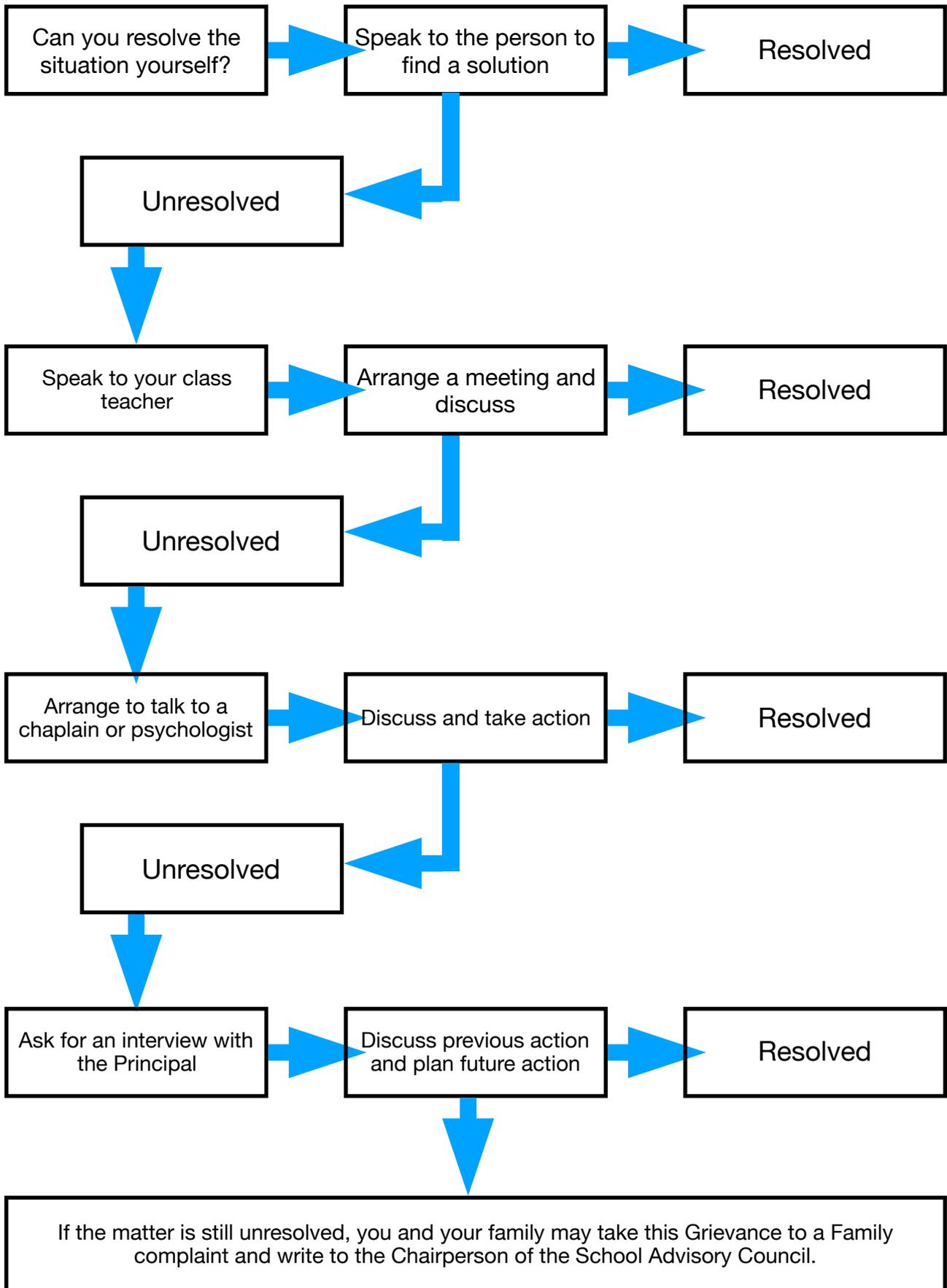
Remember that no one can pick on you or hurt you because you made a complaint. It is your right and usually the best way to deal with serious problems.

If you can, it may be better to write out your complaint in a letter. It will help you to be clear and be understood better.

Steps to take if you have a problem.

1. Try to identify the problem that is upsetting you in clear words. If there is more than one, make a list so that you are clear about what you feel or need. If you can, discuss it with your parents.
2. If possible, talk to the person that is causing the problem and ask them to stop any upsetting behaviour.
3. If you are not comfortable to do this, talk to a teacher about your problem and ask them to help you deal with it. Often your teacher will be able to give you some good strategies for dealing with the problem. Be sure you can explain:
 - a) The behaviour that you believe was unfair or unjust,
 - b) Who was involved,
 - c) What happened,
 - d) What you did about it.
4. Try to stay calm when discussing your problem. Even if you feel angry or upset, you will express yourself better when you are calm. Sometimes it will help to take someone with you that you trust like a good friend or a school captain.
5. Work with the teacher to decide what should be done to resolve the problem.
6. If you still do not feel that the matter has been solved, make an appointment to talk to the School Chaplain or the School Psychologist.
7. If this problem is still not resolved, make a time to talk to the Principal.
8. Mediation is an option at any stage if the complainant and the person to whom the complaint is directed so agree. Mediation is a jointly agreed process, including the choice of mediator who both parties are happy with. The mediation process is left confidential unless there is a child protection issue.

Student Grievance Process



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Hilliard Christian School



Grievance Against the Principal

Hilliard Christian School believes strongly in the relationship between the community and the school, and a strong relationship enhances both parties.

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Steps to take if you have a problem.

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3. Make an appointment to meet the Principal. The best way to arrange a convenient time is with the school office or with the Principal directly.
4. Try to stay calm when discussing the concern. Even if you feel upset, being calm will help you get your concerns across more clearly than if you are emotional and angry. It may help to take a support person with you. Remember staff members are committed to resolving any issues that community have and will discuss actions that might be taken in regard to your concern.
5. If you are not satisfied with the Principal meeting and you feel the matter is of a very serious nature and has not been resolved, send your complaint in writing to *The Chairman of the School Council*.
6. If you are still not satisfied with the outcome, you may send your complaint in writing to *The Chairperson, Board of Directors, Seventh-day Adventist Schools (Tasmania) Ltd.*
7. If matters still remain unresolved, you have the right to seek arbitration through the courts, ombudsman, legal representation or other government commissions such as the Human Rights Commission. These might entail financial cost to you.
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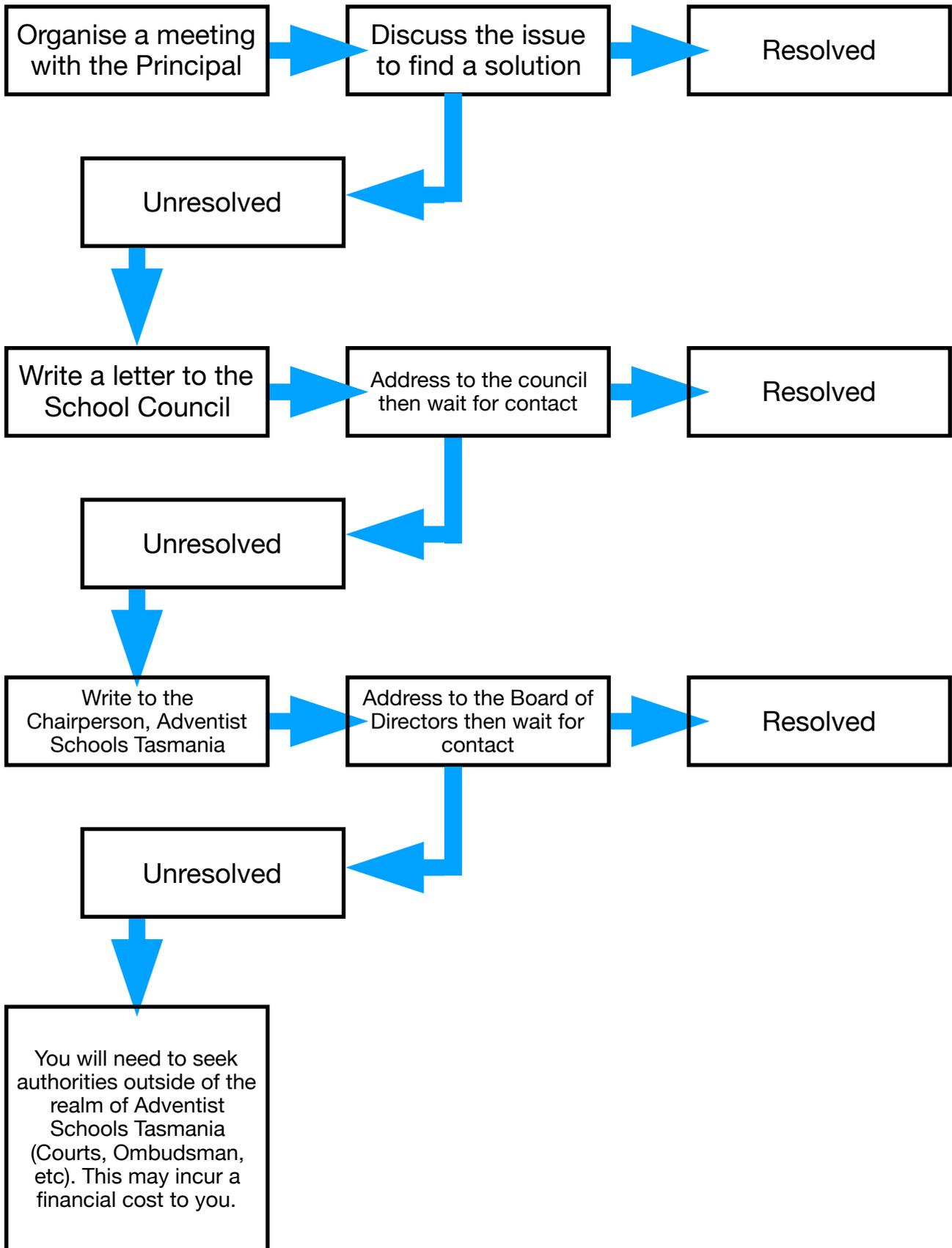
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Grievance Against the Principal



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Grievance Information for the Community

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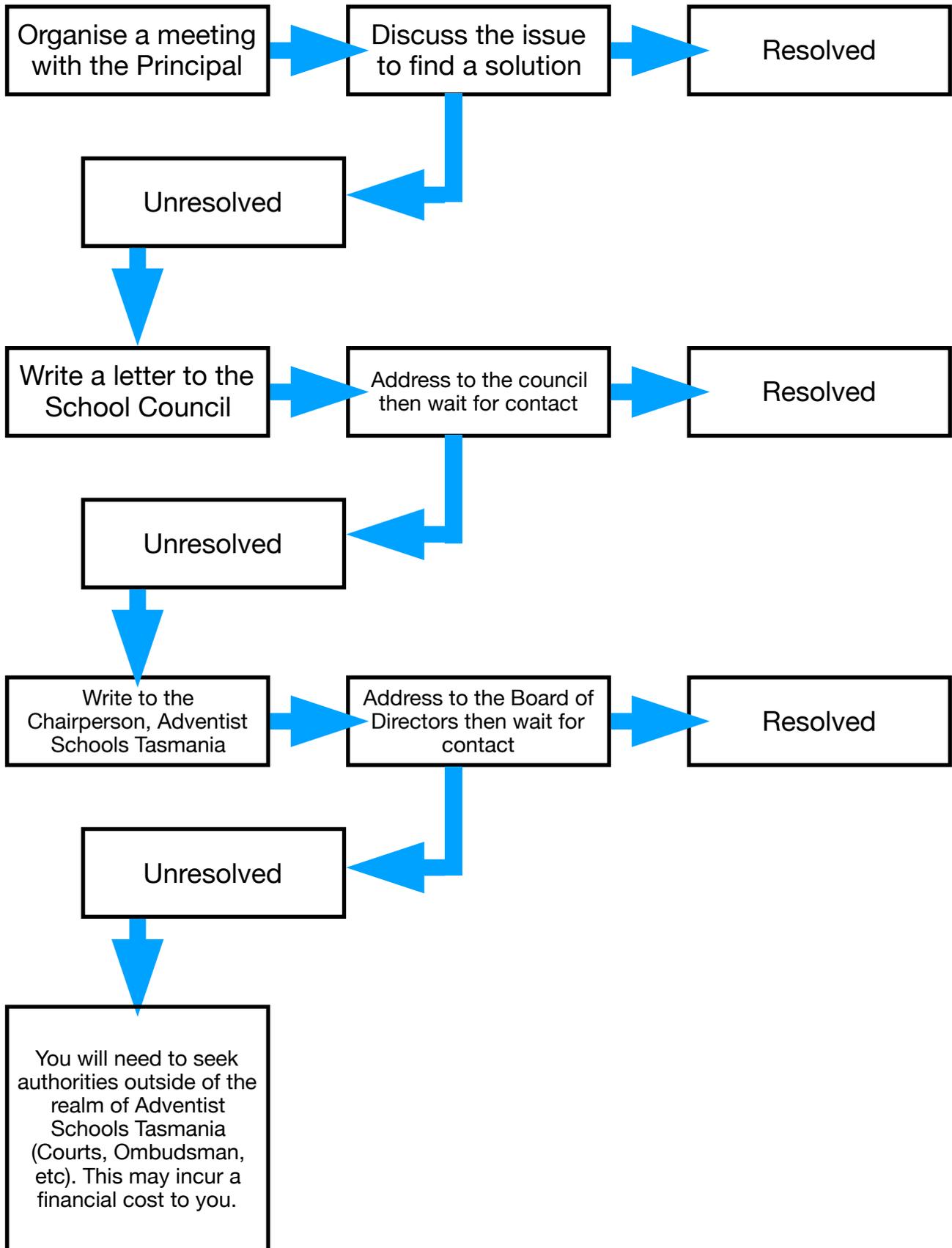
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Community Grievance Process



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