



St Dominic's Priory College

Grievance Policy

Students and Community

| Last Review Date | Next Review Date |
|---------------------|---------------------------|
| May 2026 | May 2029 (or as required) |
| Responsible Officer | College Principal |



Our Mission

A Catholic College educating girls in the Dominican Tradition.

Our Vision

Inspired by the Gospel of Jesus Christ, we are a girls' College committed to truth and compassion. In the spirit of St Dominic, we contemplate the possibilities and honour the sacred dignity of each person through word and action. We aspire to provide an innovative, rigorous and inclusive education that leads girls and young women to achieve excellence in their studies and confidence in their future.

Our Values

As a Dominican community we value:

- A sense of the sacred; joyful, eucharistic and reflective.
- A love of learning through creative and critical thinking.
- Modelling a eucharistic community as the basis of transformation.
- Teaching the truth, by word and example.

Further information about the College's principles and objectives can be found within the College Strategic Plan.

Governance

St Dominic's Priory College is one of the education ministries of Dominican Education Australia (DEA). DEA has oversight of six schools and appoints for each a governing Board of Directors, which is incorporated under the *Corporations Act 2001 (Cwth)*. The Trustees of DEA and the College Board of Directors assure our Catholicity, fidelity to the Dominican Charism, formation of Board members, excellence in teaching and learning and financial stability. The Principal is the Chief Executive Officer of the College and is accountable to the Board for its internal administration and management.

For more information about DEA visit: <https://dominicaneducationaustralia.com/>

Child Safe

We are a Child Safe employer and are committed to the welfare and protection of children and young people. The College is committed to upholding a diverse and inclusive learning environment, ensuring children and young people are valued and respected. In accordance with the National Catholic Safeguarding Standards, all employees are required to comply with the College's relevant policies and procedures.

To read the College's **Safeguarding Commitment Statement** in full, and access *College Policies, Procedures* and other resources, please visit the College website.



1. Purpose

- 1.1 To provide a clear, fair, and respectful process for students, parents, caregivers, volunteers, visitors, alumni and other members of the College community to raise concerns or grievances and to have them addressed promptly, consistently, and with procedural fairness.

2. Application

This Policy applies to:

- 2.1 All students of St Dominic's Priory College and, where appropriate, their parents or guardians; and
- 2.2 Parents, caregivers, volunteers, visitors, contractors, alumni, and other members of the College community;

where the Staff Grievance Policy or other specific procedures do not apply.

3. Policy Statement

- 3.1 St Dominic's Priory College values dignity, truth, dialogue, and mutual respect in all relationships. The College welcomes feedback and concerns as part of continuous improvement. All grievances will be taken seriously and managed in a spirit of restorative practice, procedural fairness, and confidentiality. Where possible, grievances will be resolved at the local level through respectful conversation and shared understanding.

4. Guiding Principles

- 4.1 The safety, wellbeing, and protection of children and young people are paramount considerations
- 4.2 Respectful communication and conduct by all parties
- 4.3 Timely and transparent processes
- 4.4 Procedural fairness for complainants and respondents
- 4.5 Confidentiality and appropriate record keeping
- 4.6 Restorative practice, particularly in matters involving students.



5 Procedure

Step 1: Local/Informal Resolution

- 5.1 Where appropriate, concerns should first be raised with:
 - 5.1.a a trusted teacher, Year Level Coordinator, Counsellor, or relevant staff member (for student matters); or
 - 5.1.b the staff member most closely involved (for community matters).
- 5.2 Many concerns can be resolved quickly and effectively through respectful, informal discussion.

Step 2: Escalation

- 5.3 If the matter is unresolved or not appropriate for informal resolution, the concern may be referred to:
 - 5.3.a A relevant Director or Deputy Principal.

Step 3: Formal Lodgement

- 5.4 If the matter remains unresolved, a formal grievance may be lodged in writing with:
 - 5.4.a the Principal; or
 - 5.4.b a member of the College Executive Leadership Team where appropriate.
- 5.5 If the grievance concerns the Principal, it may be referred to the Chair of the College Board. Formal grievances should include:
 - 5.5.a clarity about the nature of the concern;
 - 5.5.b sufficient detail to enable a response;
 - 5.5.c any relevant supporting information; and
 - 5.5.d the outcome sought, where appropriate.

6 Anonymous Grievances

- 6.1 Anonymous grievances may be received and considered by the Principal, or delegate, having regard to the seriousness of the matter, the information available, and whether procedural fairness can be maintained.



- 6.2 The Principal's discretion does not apply where an anonymous grievance raises concerns about child safety, harm or risk of harm, criminal conduct, serious misconduct, or conduct relevant to maintaining a Child Safe Environment. Such matters will be assessed and responded to in accordance with the College's safeguarding, mandatory reporting, misconduct, whistleblower and other applicable obligations.
- 6.3 The College will seek to protect the identity of any person raising a concern to the extent lawful and practicable. However, anonymity or confidentiality cannot be guaranteed where disclosure is required or authorised by law, necessary to protect a child or young person, or necessary to afford procedural fairness.
- 6.4 This Policy does not limit the operation of the College's Whistleblower Policy.

7 Responding to Grievances

Following receipt of a grievance, the person responding will endeavour to:

- 7.1 acknowledge receipt in a timely manner;
- 7.2 assess the grievance and determine the appropriate course of action;
- 7.3 seek further information if required;
- 7.4 involve relevant senior leaders as appropriate;
- 7.5 advise of any delays; and
- 7.6 communicate the outcome when the process is complete.

8 Unresolved Grievances

If a grievance remains unresolved, the complainant may elect to:

- 8.1 accept that resolution has not been achieved; or
- 8.2 refer the matter to another appropriate party in accordance with this Policy.

9 Responsibilities

9.1 *Complainants*

- 9.1.a Raise concerns respectfully and honestly;
- 9.1.b Provide sufficient information to enable consideration of the grievance; and
- 9.1.c Avoid the use of social media or gossip as a grievance platform.



9.2 *Respondents*

- 9.2.a Engage respectfully;
- 9.2.b Respond honestly and cooperatively; and
- 9.2.c Uphold College values and confidentiality.

9.3 *College Leadership*

- 9.3.a Ensure procedural fairness;
- 9.3.b Communicate clearly and respectfully;
- 9.3.c Maintain appropriate records; and
- 9.3.d Support restorative outcomes where possible.

10 **Record Keeping**

- 10.1 All formal grievances and outcomes will be documented and maintained securely, including on SEQTA or other approved College systems, in accordance with privacy and record management requirements.

11 **Specific Grievances and Alternative Procedures**

Notwithstanding this Policy, some grievances may be more appropriately managed under alternative frameworks, including:

- 11.1 *Discrimination, Bullying and Harassment:* Relevant safeguarding, wellbeing, and workplace procedures apply.
- 11.2 *Child Abuse or Neglect:* Mandatory reporting and safeguarding procedures apply, including reporting to relevant authorities.
- 11.3 *Misconduct or Serious Misconduct:* Applicable misconduct and sexual misconduct procedures apply.
- 11.4 *Grievances Involving the Principal:* Grievances by parents, caregivers, students, visitors, volunteers, alumni, or contractors about the Principal should follow the process outlined above. Grievances by staff members concerning employment or industrial matters are addressed under relevant enterprise agreement provisions.



12 External Agencies

- 12.1 Nothing in this Policy limits the right of a complainant to seek advice from, or lodge a grievance with, external agencies. including:
- 12.1.a Equal Opportunity Commission;
 - 12.1.b Department for Child Protection – Child Abuse Report Line (131 478)
 - 12.1.c Fair Work Commission;
 - 12.1.d Human Rights Commission;
 - 12.1.e Independent Education Union of Australia;
 - 12.1.f Dominican Education Australia; or
 - 12.1.g other relevant external bodies.
- 12.2 Where a grievance is lodged externally, any internal process may be paused pending the outcome.

13 Related Documentation

Children and Young People (Safety) Act 2017 (SA)

Child Safety (Prohibited Persons) Act 2016 (SA)

Criminal Law Consolidation Act 1935 (SA)

Dominican Education Policy and Procedures for the Management of Complaints

St Dominic's Priory College Absentee Policy

St Dominic's Priory College Academic Honesty Policy

St Dominic's Priory College Assessment & Reporting Policy

St Dominic's Priory College Child & Young Person Safe Environments Policy

St Dominic's Priory College Communications Policy

St Dominic's Priory College Mobile Phone & Personal Devices Policy

St Dominic's Priory College Parent Code of Conduct

St Dominic's Priory College Professional Boundaries Policy

St Dominic's Priory College Safeguarding Children and Young People (Suite)

St Dominic's Priory College Staff Code of Conduct

St Dominic's Priory College Whistleblower Policy

14 Revision Record

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|--------------------|---------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|------------------------------------------------|
| Document Title | Grievance Policy: Students & Community | | |
| Document Type | Policy | | |
| Document Date | 25 May 2026 | | |
| Process Owner | College Principal | Helen Steele (hsteele@stdominic.sa.edu.au) | |
| Approval Authority | College Board | | |
| Review Date | May 2029 (and every three years thereafter in accordance with the College’s review cycle, or more frequently as required) | | |
| Distribution | Website <input checked="" type="checkbox"/> | SEQTA <input checked="" type="checkbox"/> | Sharepoint <input checked="" type="checkbox"/> |
| History | Edition | Date | Description of change |
| | 1.0 | 2026 | Drafted |



STEP 1 – LOCAL RESOLUTION

Concern raised with:

- Trusted teacher / Year Level Coordinator / Counsellor (student matters), or
- Staff member most closely involved (community matters)

STEP 2 – ESCALATION

If unresolved or inappropriate at local level:

- Director or Deputy Principal

STEP 3 – FORMAL GRIEVANCE

Written grievance lodged with:

- Principal, or
- Executive Leadership Team member (where appropriate)

STEP 4 – PRINCIPAL / BOARD CHAIR

- If grievance concerns the Principal → Chair of the College Board

Outcome & Communication

- Outcome communicated to complainant
- Records maintained securely (SEQTA / College systems)

Governance Note:

This Policy forms part of the College's Grievance Management Framework and is supported by a separate Students and Community Grievance Procedure document, which sets out operational detail, timelines, and role-specific guidance. This Policy should be read alongside safeguarding, wellbeing, misconduct, whistleblower, and staff grievance policies.