



St Dominic's Priory College

Grievance Procedure

Students and Community

Last Review Date	Next Review Date
March 2026	March 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 This Procedure supports the Students and Community Grievance Policy by outlining the practical steps, roles, and expectations for raising, managing, and resolving grievances in a fair, timely, and respectful manner.

2. Scope

This Procedure 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. Guiding Principles

All parties involved in a grievance process are expected to:

3.1 act respectfully and in good faith;

3.2 maintain confidentiality;

3.3 engage honestly and constructively; and

3.4 avoid the use of social media or public commentary as a grievance forum.

4 Procedure for Lodging a Grievance

Step 1: Local/Informal Resolution

4.1 Where appropriate, a grievance should first be raised verbally with:

4.1.a a trusted teacher, Year Level Coordinator, Counsellor, or relevant staff member (for student matters); or

4.1.b the staff member most closely involved (for community matters).

4.2 The staff member will:

4.2.a listen carefully and respectfully;

4.2.b clarify the concern;

4.2.c seek to resolve the matter promptly; and

4.2.d document the discussion if required.



Step 2: Escalation to a Senior Leader

- 4.3 If the concern is unresolved, inappropriate for local resolution, or of a more serious nature, it may be escalated to:
 - 4.3.a A relevant Director or Deputy Principal.
- 4.4 The senior leader will:
 - 4.4.a acknowledge the concern;
 - 4.4.b assess the nature and seriousness of the grievance;
 - 4.4.c determine whether further investigation is required; and
 - 4.4.d attempt resolution through dialogue, mediation, or restorative practice where appropriate.

Step 3: Formal Grievance

- 4.5 If the grievance remains unresolved, a formal grievance may be lodged in writing. Formal grievances should be submitted to:
 - 4.5.a the Principal; or
 - 4.5.b a member of the Executive Leadership Team where appropriate.
- 4.6 A formal grievance should include:
 - 4.6.a a clear description of the concern;
 - 4.6.b relevant dates, individuals, and circumstances;
 - 4.6.c any supporting documentation; and
 - 4.6.d the outcome sought, where appropriate.
- 4.7 The recipient of the grievance will:
 - 4.7.a acknowledge receipt in a timely manner;
 - 4.7.b determine the appropriate course of action;
 - 4.7.c notify relevant leaders as required; and
 - 4.7.d ensure procedural fairness for all parties.

Step 4: Grievances Concerning the Principal

- 4.8 Where a grievance concerns the Principal, it should be lodged in writing with the Chair of the College Board.



5 Anonymous Grievances

- 5.1 Anonymous grievances will be considered at the discretion of the Principal.
- 5.2 In some circumstances, anonymous grievances may not be able to be fully investigated or resolved due to limitations in detail or requirements of procedural fairness.
- 5.3 This Procedure does not limit the operation of the College's Whistleblower Policy.

6 Responding to Grievances

The person responsible for responding to a grievance will endeavour to:

- 6.1 acknowledge the grievance promptly;
- 6.2 advise the complainant of the process and likely timeframes;
- 6.3 gather relevant information;
- 6.4 provide the respondent with the opportunity to respond;
- 6.5 determine and communicate an outcome; and
- 6.6 record the grievance and outcome appropriately.

7 Record Keeping

- 7.1 All formal grievances and outcomes must be recorded and stored securely, including:
 - 7.1.a on SEQTA; and/or
 - 7.1.b within approved College record management systems.
- 7.2 Records must be handled in accordance with privacy and confidentiality requirements.

8 Serious and Specific Matters

- 8.1 Some grievances must be managed under alternative procedures, including:
 - 8.1.a child abuse or neglect (mandatory reporting and safeguarding procedures);
 - 8.1.b discrimination, bullying, or harassment;
 - 8.1.c misconduct or serious misconduct; and
 - 8.1.d sexual misconduct.
- 8.2 Where this occurs, the complainant will be advised of the appropriate process.

9 External Escalation

- 9.1 Nothing in this Procedure limits the right of a complainant to seek advice from or lodge a grievance with external agencies.
- 9.2 Where a grievance is lodged externally, the College may pause any internal process pending the outcome.

10 Related Documentation

This Procedure is to be read in conjunction with the Students and Community Grievance Policy and other relevant College policies.

11 Revision Record

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