

The British Academy

Grievance Policy

The British Academy is committed to ensuring that grievances are dealt with in a transparent and equitable manner. All are encouraged (staff, students and parents) to come forward with their grievances confident that The British Academy will take the necessary and appropriate action to resolve them.

Grievance Procedure:

1. The school policy is to encourage free communication between all parties concerned. Where possible these parties should endeavour to resolve issues directly between themselves informally before invoking the grievance procedure.
2. When (1) does not resolve, the complaint should be brought to the attention of the Principal verbally or in writing if necessary.
3. The complainant is encouraged to identify himself or herself in the written complaint so that an appropriate response can be made. Responding to anonymous complaints will be at the discretion of the Principal.
4. If a complaint has been made to a member of staff and the staff member is unable to resolve the matter immediately and directly, the complaint will be referred to the Principal at The Academy.
5. Written complaints will be acknowledged within five (5) working days and signed and dated by the Principal.
6. Where the grievances may have legal consequences, the complaint will be referred to the Principal and the Board.
7. The Principal will investigate to achieve a resolution, and record the matter in the school's Log Book.

8. The Principal will ensure procedural fairness and inform all persons involved, giving time to respond to any allegations, and protecting all from future adverse treatment resulting from complaints lodged by them (students, staff, parents and the public).

9. Addressing the grievance should produce the following outcomes:

- a) The complainant gains a better understanding of the situation and no longer maintains the grievance
- b) The complainant receives a verbal or written apology
- c) The respondent receives a verbal or written reprimand
- d) One or both parties agree to participate in some form of counselling or mediation
- e) Disciplinary action takes place where misconduct or unsatisfactory performance has occurred

10. Grievances sent directly to the Board will be directed to the Principal for advice and information, then tabled and discussed at a Board Meeting.

11. Where the grievance involves the Principal, the matter is referred to the Chair of the Board.

12. Addressing Anonymous Complaints - Staff, students, parents and members of the public lodging complaints should be encouraged to identify themselves, with the reassurance that their complaints will be handled confidentially, appropriately and without fear of retribution.

If a complainant wishes to remain anonymous, it is at the Principal's discretion as to what action, if any, should be taken, depending on the nature of the complaint. Anonymous complaints should be recorded in the log.

All grievances (information / resolutions) will be recorded and treated with the appropriate levels of confidentiality.