



**Caloundra City
Private School**

Grievance Policy (Student)

Last Review: December 2025	Constructed / Reviewed by: Russell Kennedy/Company Secretary
Next Review: December 2028 (and every three years thereafter in accordance with the School's review cycle, or more frequently as required)	Approval Required: CCPS Risk and Compliance Committee & CCPS Board of Directors
	Board Sign Off Date: 29 th January 2026 Implementation Date: 29 th January 2026

1 Overview

Caloundra City Private School (the **School** or **CCPS**) is committed to ensuring a safe and healthy environment characterised by tolerance and support; and which also respects differing learning styles and celebrates student achievements.

Part of this commitment involves ensuring students have access to processes that allow for grievances to be managed appropriately, promptly, fairly and with sensitivity. In doing so, we seek to ensure that our students feel empowered, supported and heard throughout their educational journey at the School, especially when raising grievances with us.

The School takes all complaints and concerns received from students seriously. Consistent with this commitment, this policy outlines the School's approach to addressing student grievances.

2 Scope

This policy applies to all students of the School.

3 Related Policies and Procedures

- a. [Grievance Policy \(Community\)](#)
- b. [Child Protection Policy](#)

4 Definitions

CCPS	Caloundra City Private School
School	Caloundra City Private School
Staff	An individual working in a school environment who is: <ul style="list-style-type: none">○ Directly engaged (volunteers) or employed by the School; or○ A contracted service provider engaged by the School.
Student	A person who is enrolled at or attends the School.

5 Framework

The School's [Grievance Policy \(Community\)](#) has detailed information about how members of the school community can raise and resolve grievances.

In practice, students should raise any grievances with a classroom teacher or any member of staff they feel comfortable speaking with, including:

- (a) Your Year Level Coach.
- (b) Deputy Principal - Operations.
- (c) Deputy Principal - Students.
- (d) If your concern is about student safety and wellbeing, and you are not comfortable speaking with the staff, refer to the Business Manager.
- (e) If your concern is about curriculum matters or staffing matters, the Deputy Principal – Operations.
- (f) If your concern is about a member of the Senior Leadership Team, the Principal.
- (g) If your concern is about the Principal, the Board Chairman.

The School's focus will be on understanding the nature of the problem raised, the people involved, and the options available to resolve the grievance.

6 Guiding Principles

The guiding principles in the [Grievance Policy \(Student\)](#) apply to students who raise a grievance with the School. In this regard, students can expect to:

- Be treated with courtesy and respect.
- Talk about their grievance in confidence with a member of staff, and be reminded that speaking up in good faith is the right thing to do (as this is not dobbing).
- Have the grievance taken seriously, considered impartially, and dealt with on the merits.
- Be supported, including by the Year Level Coach, classroom teacher.
- Not be victimised, or subjected to reprisal, for raising grievances in good faith.

In turn, the School expects that students, when raising a grievance, will:

- Raise grievances in accordance with this policy, and as soon as possible after the event giving rise to the grievance has occurred.
- Be open and honest when raising a grievance.
- Advise an appropriate member of staff if they have any further concerns about the grievance, or feel that they are being treated differently for raising a grievance.
- Be understanding and accepting of any outcome reached, being mindful that the School must sometimes manage the interests of a number of students and other individuals when making decisions, and may be privy to confidential information not known to the person raising the grievance.

Please note that the processes outlined in this policy are intended to be conciliatory, non-adversarial and non-legal.