

Grievances Procedure Policy

At Island Academy, we recognise that there may be situations whereby members of our community have a complaint to raise regarding another member of the community and their actions. Every member of our community deserves to be treated with respect, and should feel comfortable in their place of work/education.

We encourage all members of our community to try and rectify any disagreement with the relevant person in the first instance, in a respectful manner. However, if this is not successful, we understand that grievances may need to be escalated.

1. Raising complaints

Staff/parents/guardians should follow the below procedures when raising complaints.

- If raising a complaint about a student, parent/guardian or staff member, they should go to the Principal in the first instance.
- If a staff member is not comfortable going to the Principal, they can approach the Bursar, Vice Principal or School Director.

Students should follow the below procedures when raising complaints.

- If raising a complaint about another student, they should go in the first instance to their homeroom or relevant subject teacher. This can be done in person, or over email.
- If raising a complaint about a member of staff, they should go in the first instance to the Principal. This can be done in person (a meeting may need to be scheduled in advance), or over email.
- When writing emails regarding complaints, students should maintain a formal tone, and remain respectful with their language.

2. Investigation

After a complaint has been raised, the relevant member of staff will investigate the complaint. This may involve speaking to other student(s) and/or staff for witness accounts or further context. This will be done in a confidential environment. Students/staff will be asked to write down their account of what happened, as well as speaking to a member of staff.

Whilst a complaint is being investigated, a staff member or student may be asked to remain at home. This is to protect all parties and ensure a fair and full investigation can take place.

As part of the investigations, school camera footage may be accessed by the Administration. School camera footage will not be shown to any party outside of the Principal and Board of Directors. This is for the protection of all members of our community.

All members of the community should maintain confidentiality whilst a complaint is being dealt with. Gossip and involving other people unnecessarily can often worsen a situation.

3. Solutions

We encourage our community to be solution focused. Depending on the complaint, the following may be offered as solutions.

- A meeting with a neutral mediator and both involved persons. This may be two students, or a student and a staff member, with the Principal. This may be two students with another member of staff.
- Where a meeting is called between a student and a staff member, wherever possible guardians will be informed and invited to attend. In this case, we will invite **one adult** representative to be in the meeting with the student.
- Where a meeting is called between two students, we will mediate this meeting only with the two involved students in the first instance. It is important that students have the independence to work through solutions in a safe place.
- In severe instances, or where safeguarding is involved, we may mediate a meeting with two students and a guardian representative for each. This will be at the discretion of the Principal and the Board of Directors. In this case, one adult representative per student will be invited to be present.
- During a mediation, any party can stop the mediation at any point if they feel threatened in any manner.
- We will encourage apologies to be made where necessary, and discussion around next steps/moving forward.

In some cases, a complaint will then inform disciplinary procedures for students/staff. This will be in line with our disciplinary actions outlined in the student behaviour policy and the staff handbook.

Parent/guardian disciplinary proceedings will be done on a case by case basis, and are at the discretion of the Principal and Board of Directors.