

## **Grievance Policy**

### **1. Purpose**

Generate Dance is committed to providing a safe, respectful, inclusive and positive environment for all students, families, staff, teachers and volunteers.

This Grievance Policy provides a fair and transparent process for addressing concerns, complaints or disputes in a timely and respectful manner.

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### **2. Scope**

This policy applies to:

- Students
- Parents and carers
- Staff and teachers
- Contractors and volunteers
- Visitors participating in school activities or events

It applies to grievances relating to:

- Student wellbeing and safety
  - Teaching practices
  - Behaviour and conduct
  - Communication issues
  - Bullying, harassment or discrimination
  - Class placement or participation
  - Administrative or operational matters
  - Breaches of studio policies or codes of conduct
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### **3. Guiding Principles**

All grievances will be handled:

- Respectfully and confidentially where possible
- Promptly and fairly
- Without victimisation or retaliation
- In accordance with natural justice principles
- With a focus on resolution and positive outcomes

All parties involved are expected to communicate calmly, honestly and respectfully throughout the process.

#### **4. Informal Resolution**

Where appropriate, concerns should first be raised informally with the relevant person or Director.

Many issues can be resolved quickly through respectful discussion and clarification.

Parties are encouraged to:

- Address concerns early
  - Focus on facts and behaviours rather than personal attacks
  - Work collaboratively toward a solution
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#### **5. Formal Grievance Process**

If a matter cannot be resolved informally, a formal grievance may be submitted.

Formal grievances should:

- Be made in writing or by completing a Complaint Register form
- Clearly outline the concern
- Include relevant dates, details and any supporting information
- Be submitted to the studio Director

Upon receiving a formal grievance, the studio will:

1. Acknowledge receipt of the complaint
2. Review the information provided
3. Speak with relevant parties if necessary
4. Assess the matter fairly and impartially
5. Determine appropriate actions or outcomes
6. Communicate the outcome within a reasonable timeframe

Timeframes may vary depending on the complexity of the matter.

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#### **6. Confidentiality**

All grievances will be treated with sensitivity and confidentiality where practical and lawful.

Information will only be shared with individuals directly involved in resolving the matter.

Absolute confidentiality cannot always be guaranteed where:

- Safety concerns exist
  - Legal obligations require disclosure
  - A fair investigation requires information to be shared
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## **7. Unacceptable Conduct**

The dance school will not tolerate:

- Aggressive, abusive or threatening behaviour
- Harassment or discrimination
- Social media attacks or public defamation
- Retaliation against individuals involved in a grievance process

Such behaviour may result in suspension, removal from classes or termination of enrolment.

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## **8. Child Safety**

Any grievance involving child safety, misconduct or wellbeing will be managed in accordance with Victorian Child Safe Standards and mandatory reporting obligations where applicable.

The safety and wellbeing of children will always be prioritised.

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## **9. Outcomes & Actions**

Possible outcomes may include:

- Informal mediation
- Clarification of policies or expectations
- Apologies or restorative conversations
- Behaviour agreements
- Changes to class arrangements
- Disciplinary action where appropriate

The school reserves the right to determine appropriate outcomes based on the circumstances.

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## **10. External Support**

If a grievance cannot be resolved internally, individuals may seek external advice or support from relevant Victorian authorities or dispute resolution services where appropriate.

## **11. Policy Review**

This policy will be reviewed periodically to ensure it remains effective, fair and aligned with current Victorian legal and child safety requirements.

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## **12. Contact**

Questions regarding this Grievance Policy should be directed to:

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