



Student fact sheet – Grievances (appeals and complaints)

Your feelings, opinions and experiences that you have at the school are important to us. If you feel that something isn't right or is unfair or you have not been properly listened to or respected, we want you to tell us so we can make things better for you.

The first person you should speak to a youth support development worker (**YSDW**). YSDWs are there to help and support you and should be able to sort out any issues you may have.

If the YSDW is not able to help resolve the issue with you, then they will help you make a complaint* or appeal* (together called a grievance) to the site leader of the school. When this happens, the site leader must:

- ❖ respect your grievance
- ❖ investigate your grievance as quickly as possible
- ❖ talk to you about what has happened and what can be done to resolve the issue.

* A complaint is about someone's behaviour. An appeal is about a decision you think is unfair or incorrect (for example an assessment result).

If your issue is with the YSDW, then speak to your classroom teacher who will help to resolve the issue with you.

Youth Futures will make sure that your grievance is taken seriously and that:

- ❖ you are given the opportunity to provide your version of events
- ❖ you are supported or represented by a third party if you wish
- ❖ you are supported through the process by the YSDW (or site leader if the YSDW is the subject of the grievance)
- ❖ all parties to your grievance are given the chance to tell their story
- ❖ all parties will be notified of decisions that are made
- ❖ we will learn from any mistakes we may have made and make improvements.

Grievance pathway for students:

