

**PARRAMATTA HIGH SCHOOL  
ANTI-RACISM - GRIEVANCE RESOLUTION**

The following guidelines set out the procedures to be used to resolve  
-racism  
policy.

While these internal procedures will resolve most complaints, those involved retain their right to seek the intervention of external bodies such as the Anti-Discrimination Board and the Ombudsman.

## **PROCEDURES (RESOLVING COMPLAINTS)**

### **MAKING THE COMPLAINT**

The person or group of people making the complaint should have either directly experienced or observed the alleged racist behaviour.

They may approach any staff member to help them bring their complaint to the contact officer.

A parent/guardian may lodge a complaint on behalf of their child.

### **ACCEPTING A COMPLAINT**

The nominated anti-racism contact officer will:

obtain the details of the complaint and take careful notes.

inform the person(s) making the complaint of:

the process by which the complaint will be investigated and the confidential nature of that process.

their right to be protected from victimisation for making the complaint.

their right to approach an external body such as the Anti-Discrimination Board or Ombudsman.

## **INVESTIGATING THE COMPLAINT**

The school anti-racism contact officer will immediately refer the complaint to a member of the school executive or senior officer for action.

The interview and conciliation process allows any of the parties to bring another person to the meeting for support. Community groups should

## **MAKING THE DECISION**

The principal or other senior officer as appropriate will:

Decide on appropriate action.

Advise all parties of the action and the reasons for it.

Advise the person(s) making the complaint, or the person(s) found to have acted in a racist manner, if unhappy with the decision, that they