

# GRIEVANCE RESOLUTION POLICY

## Rationale:

- Our school has both a desire and a responsibility to ensure that high standards of conduct are maintained by staff and students at all times, and that grievances are managed and resolved fairly, efficiently, promptly and according to the concept of 'procedural fairness'
- Procedural fairness is a basic right of all when dealing with authorities. Procedural fairness refers to what are sometimes described as the 'hearing rule' and the 'right to an unbiased decision'.
  - The 'hearing rule' includes the right of the person against whom an allegation has been made to:
    - know the allegations related to a specific matter and any other information which will be taken into account in considering the matter.
    - know the process by which the matter will be considered.
    - respond to the allegations.
    - know how to make an appeal.
  - The 'right to an unbiased decision' includes the right to:
    - impartiality in an investigation and decision making.
    - an absence of bias by a decision-maker.

## Aims:

- To provide a harmonious, positive and productive school environment.
- To resolve grievances fairly, efficiently, promptly and in accordance with requirements.

## Implementation:

- Grievances occur when a person complains that an action or decision has been taken (or not taken) within the school that he/she believes to be a breach of a relevant Act, Regulation or Order, infringes upon the principles of merit and equity, or is otherwise unreasonable.
- It is the Principal's responsibility to provide a healthy and positive school environment that is free from grievances such as discrimination and harassment. In doing so, all staff will be made aware of their rights and responsibilities, including their rights to have grievances resolved.
- Undisclosed or unresolved grievances create distress and can be a violation of a person's rights.
- Resolution of grievances at a local level, where appropriate, is the desired outcome.
- Parents/children may choose to resolve grievances personally by talking with, or writing to the person whose behaviour is of concern.
- Parents/children may choose to seek assistance in resolving grievances, including assistance from the Principal. In such circumstances the Principal may use local complaints resolution procedures including private discussions, mediation using the 'guided negotiation' model, monitoring, training or counselling.
- It is incumbent upon the Principal to act where unacceptable conduct is observed or brought to his or her attention.
- It is important that all complaints, ensuing procedures and outcomes are fully documented. All grievances that are reported to a school employee, including the Principal, will be recorded on a Grievance/Complaint Form.
- Employees are encouraged to lodge formal complaints in serious cases or when unwelcome behaviour persists despite advice to a respondent that his/her behaviour is causing problems and must cease. Formal complaints should be lodged with the Principal

- The rights of complainants and respondents will be upheld at all times, including the use of fair, confidential, impartial and dignified resolution procedures.
- The Principal can determine in consultation with the Board of Directors whether external counselling services may be employed by the school in relation to Grievance Resolution.
- Grievance Procedure Flow Chart attached

**Evaluation:**

- This policy will be reviewed annually.

This policy was last ratified by Management Team in...

Reviewed by staff (no changes)...

This policy was last ratified by Management Team in....

This policy was last ratified by Board of Directors in....

June 2005

April 2008

March 2010

November 2014