

Rationale

A timely and professional response to grievances is an effective means of encouraging communication, building trust and resolving issues for the betterment of all grievances.

Aims

To develop and implement a process by which grievances can be raised and professionally managed in a timely, confidential and appropriate manner.

Implementation

1. Lodging a grievance

- 1.1. Relationships with parents and the wider College community is important to us and all grievances are taken seriously.
- 1.2. It is the College's expectation when reporting a grievance;
 - a) families of students who attend the College are encouraged to refer to the procedures outlined in the parent handbook and student diary (Middle and Senior Years).
 - b) that those with grievances ascertain the facts as best they can.
 - c) contact with the College is made at the earliest opportunity via telephone, in writing or in person.
- 1.3. Visitors to the College with a grievance are advised that it is unlikely that staff will be immediately available to investigate the grievance. However, details regarding the grievance can be taken by the office staff and forwarded onto the most appropriate staff member. Alternatively, office staff can make an appointment time to meet with an appropriate person to discuss their grievance.
- 1.4. Those with grievances are to be respectful, confidential and courteous. Complainants who are unreasonable, threatening or aggressive can expect their discussions with staff to be terminated until such time as an alternative time is arranged by the College with more appropriate staff in attendance.
- 1.5. The College will acknowledge the receipt of grievances in a timely fashion, on most occasions within 48hrs.

2. Grievance management

- 2.1. The College will record the details of all grievances including the name and contact details of the persons making the grievance (complainant). The College will then refer the grievance to the most appropriate person to investigate. There will be many occasions that this will be someone other than the principal.
- 2.2. The principal determines whether an anonymous grievance is investigated.
- 2.3. The investigating staff member may conduct a preliminary investigation or communicate with the complainant to discuss the matter further.
- 2.4. If the scope of the investigation is beyond the capacity or jurisdiction of the College, the matter will be referred to the appropriate authority and the complainant will be informed of the referral.
- 2.5. Complainants discussing grievances with staff may be accompanied by an advocate if they wish.

- 2.6. Any investigation conducted by the College will be done so in a timely, efficient and confidential manner, ensuring the fair principles on natural justice are applied for all.
- 2.7. The investigating staff member will record the details of the investigation.

3. Resolution

- 3.1. Following the investigation, the investigating staff member will communicate with the complainant to provide their findings and an appropriate course of action, if any.
- 3.2. If in the view of the complainant the matter remains unresolved, the complainant will be provided with details as to how they can refer the matter to the Department of Education's regional office.
- 3.3. Records of grievances, subsequent investigations and outcomes will be stored for future reference when deemed necessary.
- 3.4. Staff will be made aware of our College's grievances handling procedures and will be supported with training on how to minimise, respond to, and manage grievances.

Related Policies / Documents

Parent handbook and student diary (Middle and Senior Years)

Evaluation

This policy was reviewed in Term 4 of 2017

This policy will be reviewed as part of the College's policy review cycle