



Trinity Catholic Primary School Complaints and Grievances Policy





COMPLAINTS AND GRIEVANCES POLICY

PURPOSE

This policy establishes procedures for the timely and effective resolution of grievances and disputes between an employee (member of staff) and school leaders (Management). The procedures are based on processes to promote respectful consultation, collaboration and negotiation.

POLICY FRAMEWORK

Trinity Catholic Primary school establishes procedures to ensure the resolution of grievances and disputes between an employee and school leaders. In following the sequential procedures below, all parties receive procedural fairness as a professional within relevant legislative frameworks.

POLICY CONTENT

Grievance

An issue of concern where a person believes that he/she has received unreasonable and/or threatening treatment.

Dispute

A disagreement or difference between persons or groups on a matter pertaining to the employer – employee relationship e.g. when one party makes a claim and the other rejects it.

In the context of the above definitions, general feedback and comments about school practices and administrative arrangements are not seen as grievances and/or disputes unless significant and specific actions are requested.

FWA

Fair Work Australia

Procedures

Stage One

- A school staff member raises an issue of concern with the Principal, in the first instance, to resolve the matter in a timely manner.
- The issue is brought to the Principal's attention in person or in writing.
- When a meeting occurs to discuss a concern with the Principal or the Principal's representative, the staff member may be accompanied by another person of his/her choice from the school staff.
- Should the staff member choose to be accompanied by another staff member, the Principal may choose to have another member of staff present as well.
- In any such meeting between a staff member and a Principal (or the Principal's representative), the staff member informs the Principal of the nature of the issue and the Principal responds.
- A meeting summary is prepared and agreed to by both parties and the Principal proceeds to address the issue towards a resolution.
- Should the matter of concern not be resolved at this stage the matter progresses to Stage Two.



Stage Two

- Should the matter not be resolved in Stage One, it is referred to the Head of Human Resource Services who assists in the resolution process. The staff member may also request the assistance of the Independent Education Union (IEU) as appropriate.
- Should it be necessary for a meeting to be held in an attempt to resolve the matter, the procedures outlined in Stage One apply.
- As soon as practicable after the final meeting, but ordinarily not more than five working days, the Head of Human Resource Services confirms in writing the proposed outcome. Should the proposed outcome be accepted, the matter is deemed to be finalised.

Stage Three

- Should the matter not be resolved in Stage One or Two within a reasonable timeframe, the employee or their representative may refer the matter to Fair Work Australia (FWA) for resolution.
- The above procedures shall not limit a representative of the union the opportunity to interview the Principal or a representative of the CEO in an effort to resolve the grievance or dispute.

RELATED LEGISLATION

Relevant Collective Agreement and Fair Work Australia

RELATED POLICIES AND PROCEDURES

Complaints – Intake and Management

Guidelines for Professional Conduct in the protection of Children and Young People Anti-Discrimination

Anti-Harassment Policy Anti-Bullying Policy

SUPPORT RESOURCES

Lifeline 13 11 14

Beyond Blue 1300 224 636

POLICY RESPONSIBILITY

Principal

POLICY REVIEW

The *Policy* shall be reviewed and updated every three years, to be updated or in the event of any information or incident that would demonstrate the need for a review, or resulting from any legislative or organisational change that would warrant a review.



POLICY DATES			
<i>Formulated</i>	2015	<i>Adopted</i>	2015
<i>Implemented</i>	2015	<i>Reviewed</i>	
<i>Next Review Due</i>	December 2018		
POLICY AUTHORISATION			
<i>Principal</i>	Marylou Gorham	<i>Signature</i>	