



GRIEVANCES AND DISPUTES POLICY

PREAMBLE

"Your way of acting should be different from the world's way; the love of Christ must come before all else. You are not to act in anger or nurture a grudge. Rid your heart of all deceit. Never give a hollow greeting of peace or turn away when someone needs your love". RB 4:20-26

UNDERLYING ASSUMPTIONS

The College considers students, teachers, staff, the Principal and Board Members as members of the College community entitled to fair and just treatment in the resolution of grievances and disputes.

The College recognised that the prompt, sensitive and appropriate resolution of grievances is sound management practice. The College is better able to meet its mission statement by recognising that properly implemented grievance policy and procedures improve the College environment. Unresolved grievances may result in higher incidents of absenteeism, low morale, poor health, poor productivity and disharmony amongst members.

Commitment of the members is crucial to the success of the College resolution of conflict. The College expects all members to engage in constructive conflict resolution. The lodgement of vexatious grievances may lead to disciplinary action.

All members of the College community are accountable for their actions. All incidents involving a dispute or grievance must be identified clearly in the first instance. There must be clarity to roles and responsibilities for effective resolution of disputes.

All grievance procedures must be fair and just to all parties concerned, taking into account above assumptions. Early intervention and consultation is paramount and is the preferable course of action.

OBJECTIVES OF THE POLICY

The objectives of the College grievance handling policy and procedures are to:

- Identify and redress individual grievances, take action to resolve the problem and determine the underlying causes in a timely manner.
- Deal with grievances at all levels in the College and encourage discussion at all stages of the process.
- Encourage members to handle grievances as part of their responsibilities so they are resolved promptly and effectively.
- Provide members the opportunity to voice their concerns in an environment that treats their concerns seriously, maintains confidentiality and is free of victimisation.



CONFIDENTIALITY

All grievances need to be dealt with in a sensitive and confidential manner. Documentation is to be kept secure and access limited only to those involved in the resolution process. Any breaches of confidentiality will be regarded as misconduct and may involve disciplinary action. There will be situations where reporting may be mandatory. These include:

- Where harm may be caused to a person.
- When a crime has been committed.
- When the question of liability of the College may be raised.

In the above circumstances the College will ensure confidentiality and where permissible will keep all parties informed of the grievance procedure provided permitted by law.

PROCESS FOR CONFLICT RESOLUTION

Define the Problem

A grievance is any type of problem, concern or complaint regarding College life experienced by a member. All identified members are to be interviewed so that the problem can be clearly defined. Any complaint against a member of staff must be relayed to the member of staff as soon as possible. This includes verbal and/or written complaints.

Interviews

At all times the rights of any member involved in the grievance must be respected. To ensure fair treatment and impartiality during the interview all members are to be:

- Informed of the procedures.
- Provided with their choice of support during the interview.
- Informed of the range of options available to them.
- Informed of developments throughout the process.
- Given reasons for the decisions made.

Record of Interview

A brief record of interview and outcomes must be kept (see Appendix I for proforma), for filing purposes. Copies must be given to the Principal to be filed in a special grievance file (not part of personnel file). The grievance file is only accessible to the Principal (or delegate).

Confidentiality

Confidentiality is essential to speedy resolution and good school morale.

Action Plan

The outcome of any conflict resolution process is the Action Plan which should address:

- Issues.



- Action to be taken.
- Strategy.
- Who is involved.
- An agreed timeline (see Appendix II).

Copies of the action plan must be given to the Principal.

Outcome

At the end of the process the issues should be resolved with the desired outcome. The matter must therefore be resolved and closed and the Principal informed. Unresolved conflict is referred to the Principal.

Procedures

Where there is a dispute between two parties which has not resolved itself through consultation and/or intervention, it should be dealt with by the immediate supervisory staff member(s).



General

PARTY 1	PARTY 2	SUPERVISORY STAFF MEMBER
Student	Student	Year Coordinator
Student Parent Teacher	Teacher	Subject Coordinator (class related) OR Year Coordinator (out of class related)
Student Parent Teacher	Subject Coordinator	Assistant Principal Curriculum
Student Parent Teacher	Year Coordinator	Assistant Principal Students
Subject Coordinator Year Coordinator	Subject Coordinator	Assistant Principal Curriculum
Year Coordinator	Year Coordinator	Assistant Principal Students
Student Parent Staff member	Leadership team member	Principal
Student Parent Staff member	Principal	Chairperson of the Board
Leadership team member	Leadership team member	Principal
Leadership team member	Principal	Chairperson of Board
Principal	Chairperson of the Board	Chairperson of the Members

Library/IT

PARTY NO 1	PARTY NO 2	SUPERVISORY STAFF MEMBER
Student	Library staff member	Librarian
Library staff member	Library staff member	E-Learning Services Coordinator
Teacher	Library staff member	E-Learning Services Coordinator
Teacher	Librarian	E-Learning Services Coordinator
Library staff member	Librarian	E-Learning Services Coordinator
Library staff member	E-Learning Services Coordinator	Assistant Principal Curriculum



Maintenance

PARTY NO 1	PARTY NO 2	SUPERVISORY STAFF MEMBER
Maintenance staff	Maintenance staff	Maintenance Supervisor
Maintenance staff	Maintenance Supervisor	Business Manager
Teacher	Maintenance staff	Business Manager

Support Staff

PARTY NO 1	PARTY NO 2	SUPERVISORY STAFF MEMBER
Teacher	Support staff member	Assistant Principal Curriculum
Student	Support staff member	Assistant Principal Students *
Parent	Support staff member	Business Manager/Principal
Support staff member	Support staff member	Business Manager
Support staff member	Leadership/Management team member	Principal
Teacher	Teacher's Aide	Learning Enhancement Coordinator
Student	Teacher's Aide	Teacher
Parent	Teacher's Aide	Learning Enhancement Coordinator

* *Informs Business Manager*



**RECORD OF INTERVIEW
GRIEVANCE DISPUTE**

Name(s):

Date:

Issue(s):

Response:

Action:

Additional Comments:

Signature(s): _____

Copy to all parties and filed with the Principal



ACTION PLAN

Item	Action	Strategy	By whom	Timeline

Copy to all parties and filed with the Principal



**FLOW CHART OF GRIEVANCE ON PERFORMANCE / BEHAVIOUR OF A STAFF MEMBER
NOT INCLUDING ISSUES OF CHILD PROTECTION**

