



Grievance Procedures

PURPOSE

Good Shepherd Lutheran College is a complex organisation. The College values each of its members and believes that a clear process for the resolution and monitoring of conflict, complaints and grievances is in the best interests of all.

The purpose of this document is to provide parents, students, employees and other community members with the opportunity to have a complaint dealt with formally through the most appropriate channels, speedily and flexibly. The objectives of these procedures are to promote the prompt resolution of grievances at the lowest level possible by consultation, cooperation and discussion, and to promote efficiency, effectiveness and equity in the College.

SCOPE

These procedures extend to grievances brought by any College parent, student, employee (subject to the following statement) or other community member.

Some grievances are better handled under other policies and procedures of the College. The College has specific policies and procedures in place for issues such as child protection, workplace discrimination, complaints by or against staff covered by the *Queensland Lutheran Schools Single Enterprise Agreement 2016* (as amended or replaced from time to time) amongst others.

PROCEDURE

In the event of a grievance, any employee, parent, student or other College community member (*complainant*) may seek resolution through following the steps below. As stated above, the objective (where appropriate) is to resolve the grievance at the lowest level possible.

The process followed will be confidential and all related documentation securely stored. Any complaints are a matter between the parties directly concerned and those involved in this procedure. However, the College may be required to release confidential information under legal requirement and/or to ensure the safety or welfare of others.

POLICY RELEASE DETAILS

STATUS: Adopted

VERSION: 2017

REVIEW DATE: ANNUAL

DATE ADOPTED: 19/7/17

RESPONSIBILITY: College Council

NEXT REVIEW DATE: JULY 2018

Level 1 : Informal Discussions

The College recognises that often grievances are simple misunderstandings that are easily resolved via effective communication.

1. If at all possible and appropriate, the parties directly involved should first seek to resolve the grievance in a timely manner by way of informal discussion personally and in a spirit of goodwill and commitment to the maintenance of a safe and harmonious environment.
2. If the grievance cannot be resolved satisfactorily, within a mutually acceptable time frame, or the seriousness of the matter is not suitable for resolution informally, the Complainant may progress to Level 2.

Level 2: Third Party to Assist Resolution

At this level, the Complainant refers their grievance to a third party facilitator to help the parties to identify the disputed issues, understand the perspective of the other, develop options, promote co-operation, consider alternatives and endeavour to reach a mutual agreement the parties are prepared to abide by.

1. A complainant may refer the grievance to a staff member's immediate supervisor who shall consult with the parties and attempt to facilitate resolution of the grievance by negotiation. However, if the supervisor is the source of the grievance, the complainant shall refer the matter to any other member of College senior staff, namely; Head of Department, Head of Junior Years, relevant student or curriculum coordinator, Deputy Principal or Business Manager to facilitate the negotiation.
2. If the grievance cannot be resolved satisfactorily at this level, within a mutually acceptable time frame or the seriousness of the matter warrants, the complainant may proceed to Level 3.

Level 3: Referral to Principal

At this level, the complainant refers their grievance, preferably in writing, to the Principal (or Principal's delegate) for resolution. However, should the grievance involve the Principal, it shall be referred to the Chair of the College Council.

Reference to the Principal (or Principal's delegate) should resolve most, if not all grievances. However, if the grievance is still not resolved at this level, then the complainant may properly refer a matter to the Chair of the College Council.

GENERAL GUIDELINES

General

- Grievances should be assessed as soon as possible.
- Grievances will be addressed in accordance with principles of natural justice and procedural fairness.
- Investigations (where deemed appropriate) will be conducted thoroughly, with care, and with sensitivity to the privacy of individuals.

Employees

- During discussions an employee can have their union representative or other support person present...
- While the Grievance Procedure is being followed, normal work is to continue where appropriate.
- For all parties, it is useful to make diary notes of dates and discussions.

Parents

- During discussions an individual can have a support person present.

Students

- During discussions a student can have a support person present.
- If students take a grievance to Level 2 or the Grievance Procedure, parents may be advised.

Senior Staff and the Principal

- The College acknowledges that complainants are entitled to raise a grievance in good faith.
- A grievance/s shall be assessed and (if deemed appropriate) investigated in a thorough, fair and impartial manner.
- A senior staff member or Principal can have a support person present during discussions.
- If a member of senior staff or the Principal is unable to resolve the issue, they are to advise the complainant to take the grievance to the next step of the process.
- The Principal (or delegate) should advise the parties directly concerned, in writing, at Level 3 of:
 - o The decision taken by the College
 - o A summary of the reasons for the decision made
 - o What and when follow up action, if any, is to be taken

ASSOCIATED DOCUMENTS

- GSLC Staff Code of Conduct
- Queensland Lutheran Schools Single Enterprise Agreement (2016)
- GSLC Anti-Bullying Policy
- GSLC Child Protection Policy and Procedures
- GSLC Workplace Bullying and Harassment Policy
- GSLC Anti-Discrimination Policy
- GSLC Fostering a Community of Respect