



Grievance Policy

Purpose

The purpose of this policy and associated processes is to ensure high standards of conduct are maintained by students, parents and staff at all times, and that complaints are managed and resolved fairly, efficiently, promptly and in accordance with procedural fairness and relative legislation. This policy aims to provide a harmonious and positive school environment.

Definition

Grievance : refers to a situation where an individual believes that a student, staff member, parent or any member of the College Community has acted outside of the normal policies and practices that the College promotes and accepts.

Implementation

- All members of the College community will be informed of this Grievance policy and its procedures and to whom they can go to if they have a grievance complaint.
- Grievances will be resolved within a 'restorative justice' framework.
- Any grievance complaint will be taken seriously and those making the complaint will be supported during the process of resolution.
- All staff will be informed of the procedures for resolving conflict in the workplace and be provided with periodic training in conflict resolution and in understanding the concepts of restorative justice.
- All individuals will be treated fairly and impartially.
- Resolution of a grievance will be achieved as quickly as possible.
- Those party to a grievance will be kept informed of matters pertaining to the grievance whilst it is being processed.
- Resolution of grievances at a local level, where appropriate, is the desired outcome.
- An informal process can be used where the complaint is minor or if the complainant wishes the matter to be dealt with this way or the complaint has arisen from a lack of or unclear communication.
- Due process will be followed in working towards a resolution, which will include
 - the rights of complainants and respondents will be upheld at all times, including the use of fair, confidential, impartial and dignified resolution procedures
 - enacting consequences which are consistent, fair and commensurate with the seriousness of the complaint
 - having an appeal system in place.
- Parties will be encouraged to resolve the matter together in the first instance.
- It is important that all complaints, ensuing procedures and outcomes are fully documented and filed.
- It is incumbent upon the Principal or delegate to act where unacceptable conduct is observed or brought to their attention

If a student or parent has a grievance with a member of the Mary MacKillop College staff they are encouraged to contact the staff member in the first instance and discuss the matter. Any student or parent who does not feel as though their grievance has been attended to in an appropriate manner has the right to take the matter to the relevant Director or the Deputy Principal.

Any staff member who has a grievance with a student, staff member or parent is encouraged to discuss this with their Line Manager or the Deputy Principal.

Monitoring & Review
Approved: College Leadership Team
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