

# Procedure

## Grievance Procedure

### Summary

The Playford International College (PIC) grievance procedure relates to site process regarding how PIC staff communicates grievances on site.

*Management and Leaders use a range of strategies to promote and maintain an effective learning environment for all employees.*

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<b>Related legislation</b>	Government of South Australia: Education Act 1972 - <a href="https://www.legislation.sa.gov.au/LZ/C/A/EDUCATION%20ACT%201972/CURRENT/1972.154.AUTH.PDF">https://www.legislation.sa.gov.au/LZ/C/A/EDUCATION%20ACT%201972/CURRENT/1972.154.AUTH.PDF</a>
<b>Related policies, procedures, guidelines, standards, frameworks</b>	Department - Complaint Resolution for Employees Policy - <a href="https://myintranet.learnlink.sa.edu.au/library/document-library/controlled-policies/complaint-resolution-for-employees.pdf">https://myintranet.learnlink.sa.edu.au/library/document-library/controlled-policies/complaint-resolution-for-employees.pdf</a> DECD Complaint resolution for employees - <a href="https://myintranet.learnlink.sa.edu.au/library/document-library/controlled-procedures/complaint-resolution-for-employees-procedure.pdf">https://myintranet.learnlink.sa.edu.au/library/document-library/controlled-procedures/complaint-resolution-for-employees-procedure.pdf</a>
<b>Version</b>	1.3
<b>Replaces</b>	PIC SCHOOL GRIEVANCE POLICY AND PROCEDURES
<b>Policy officer</b>	Deputy Principal
<b>Applies to</b>	all PIC employees,
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<b>Approved by</b>	Principal Rob Knight
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<b>Review date</b>	Date the document is scheduled for review June 2020

Date	Version	Revision description
March 2017	SCHOOL GRIEVANCE POLICY AND PROCEDURES	Minor edit – update terminology

## 1. Title.

PIC Grievances Procedure

## 2. Purpose

Management and Leaders use a range of strategies to promote maintain and provide an effective and efficient environment for high quality teaching and learning to occur.

The purpose of this procedure is to show how PIC staff are required to proceed through any grievances they may have.

A grievance is understood to be a formal objection or complaint made on the basis of something believed to be wrong, unfair, offensive, misleading, unlawful or of poor quality. A grievance may be about the conduct of a person, about specific practices and policies of the school, or about the school generally. A member of staff, a student, parent, carer or member of the public may lodge a grievance.

### **GRIEVANCE PRINCIPLES:**

- The grievance procedure provides guidelines for raising an unresolved issue or complaint and having it considered seriously. It is essential, therefore, that before the process begins all parties participating are familiar with the PIC Grievance Policy PIC-WEL-POL-013 and Procedures.
- The grievance procedure may not result in a change to, or reversal of, a decision or action. Sometimes the only achievable outcome may be the enactment of forgiveness or an understanding/agreement to follow or improve conduct, guidelines or procedures in the future.
- Grievance procedure involves Informal and Formal resolution pathways. The informal resolution of a grievance involves only those people concerned who agree to meet privately regarding the grievance, this option is always encouraged as the preferred option and resolution is reached when the outcome is satisfactory to all. The formal process is set in motion where the informal process reaches an unsatisfactory outcome.

### **GENERAL GUIDELINES:**

- Raising the issue directly, and as soon as possible, with the person concerned is encouraged.
- Communication should be open and honest, focusing on the issue and not the person. This includes listening carefully and respectfully while the other person is talking, and exercising responsibility and mutual respect: respect by staff for parents' special relationships with their children; respect by parents for staff as professionals; general respect for other people's views, values and opinions
- When an issue is discussed in the student's presence, it is important that the student understands that staff have confidence in the issue being resolved confidentially at the school level. Criticism of the school or teachers does not support the child's education as it undermines trust and confidence.
- Confidentiality must be maintained through all stages of the process.
- Constructive criticism helps everyone learn, grow and change for the better. Where all parties agree to seek a positive resolution, positive outcomes are likely to result.
- There are usually 'two sides' to a story and it is important that all parties have the opportunity to understand the issue from different viewpoints

## 3. Scope.

The grievances procedure' applies to all PIC staff.

This procedure is mandatory and Playford International College staffs are required to adhere to the content.

## 4. Procedure detail

### OBJECTIVES:

1. Grievances arising shall be dealt with efficiently and in a manner which affords natural justice to all parties.
2. To provide a fair, effective and open organisational response to grievances
3. To minimise personal and organisational dysfunction arising from unresolved grievances

### INFORMAL GRIEVANCE PROCEDURES:

This stage allows for grievances to be resolved directly and quickly by those involved, with or without the assistance of others. At this stage, staff are not required to submit your complaint in writing to anyone involved with the grievance.

**Step 1:** Where practical, staff should try and resolve the grievance by talking directly with the person they have the grievance with. e.g.- If it has to do with the behavior of another person towards you, talk directly to that person where possible.

Make an appointment to meet with the person at a mutually convenient time and in doing so, make sure you prepare what you are going to say in advance. Focus on your own feelings, describe the behavior in detail, give concrete examples including what was said or done, dates and location, explain how the behavior has affected you and the impact it has had on you.

If the grievance has to do with a decision, process or activity of the school, staff should talk to the person responsible for that decision, process or activity.

**Step 2:** If you don't feel comfortable making that initial direct contact or feel intimidated or unsafe in doing so, or if you would like someone to accompany you to a meeting, you do have the right to seek advice and support, and should not hesitate to do so.

### FORMAL GRIEVANCE PROCEDURES:

**Step 1:** If grievance is not resolved and staff wish to pursue the matter, this must be done in writing and submitted to the school leader who is directly responsible for managing in the area of your concern. Each school leader will communicate with the staff involved to initiate any necessary action including mediation. At any time throughout the formal stage, staff can withdraw their complaint.

**Step 2:** If grievances are not resolved through actions initiated by the appropriate school leader and staff wish to proceed with a complaint, the grievance should be forwarded in writing to an Executive of the school's Leadership team. The appropriate Executive member will consult with the parties involved in an attempt to facilitate a satisfactory resolution to the matter.

**Step 3:** If the grievance is not resolved through actions initiated by the Executive leader and staff wish to proceed with a complaint, the grievance should be forwarded in writing to the Duty Principal or Principal. The Deputy and/or the Principal will consult with the parties involved in an attempt to facilitate a satisfactory resolution to the matter.

**Step 4:** The grievance should be tabled through the AEU or PAC of the school.

**Step 5:** If your grievance is not resolved through the actions initiated by the School Principal and staff wish to proceed with their complaint, the grievance will need to be made in writing to the Education Director. The Education Director will advise staff of the formal DECS Grievance procedures to be followed.

### **ADDRESSING ANONYMOUS GRIEVANCES:**

Staff, students, parents and members of the public lodging complaints should be encouraged to identify themselves, with the reassurance that their complaints will be handled confidentially, appropriately and without fear of retribution.

If a complainant wishes to remain anonymous, it is at the school's discretion as to what action, if any, should be taken, depending on the nature of the complaint. Anonymous complaints should be recorded in the log.

### **RECORDING GRIEVANCES:**

Each school leader is responsible for maintaining a log of grievances by staff, students, parents and members of the public. The log should contain the following information:

- *Date when the issue was raised*
- *Name of complainant*
- *Brief statement of issue*
- *Location of detailed file*
- *Member of staff handling the issue*
- *Brief statement of outcome.*

All staff should take confidential file notes when encountering or responding to grievances. These may be cross-referenced with other files as necessary. The files should contain simple but clear notes of all conversations about any source of complaint or dissatisfaction. There should be a clear statement about the cause and nature of the grievance.

All formal grievances should be followed up with written correspondence summarizing the outcomes of any resolution/agreement reached between the parties involved.

## 5. Roles and responsibilities.

Role	Authority/responsibility for
Staff	<ul style="list-style-type: none"> <li>• Ensuring that they understand this policy and related procedure and are familiar with their own responsibilities.</li> <li>• Identifying their reasons and the desired outcome for any complaint they lodge.</li> <li>• Actively participating in the resolution of a complaint with a view to minimising detrimental impact on to working relationships.</li> </ul>
Line managers (including principals)	<ul style="list-style-type: none"> <li>• Ensuring this policy and related procedure is followed by treating all complaints seriously, taking action promptly and sensitively to facilitate resolution, and ensuring confidentiality is maintained at all times.</li> <li>• Undertaking the management of complaint resolution</li> </ul>

Role	Authority/responsibility for
	processes as appropriate. <ul style="list-style-type: none"> <li>Ensuring that systemic changes identified through the complaint resolution process are implemented to achieve organisational improvement.</li> </ul>

## 6. Monitoring, evaluation and review.

Policy to be reviewed June 2020 via consultation through whole site PD and site executive team meetings, the site Deputy Principal is responsible for conducting policy review

## 7. Definitions and abbreviations

Term	Meaning
PIC	Playford International College

## 8. Supporting documents

Department - Complaint Resolution for Employees Policy  
 PIC Grievance Policy PIC-WEL-POL-013