



Grievance Policy & Procedure

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Review By:	Andrew Frakes (Principal) and Claire Allen (Administrative Director)		
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Approved by:	Mr Barry Irvin	Position:	Chairman of the Board

Staff Grievance Policy & Procedure

1. Overview

At Giant Steps (School) staff are encouraged to maintain respectful and collaborative working relationships with all stakeholders, however we acknowledge that problems can arise at work that may sometimes cause you to feel aggrieved. The purpose of this policy is to allow you to have such problems, referred to as grievances, addressed internally in a timely and confidential manner.

The aim of this policy is to provide a prompt and respectful conflict and grievance management process to remedy any such conflict before it escalates.

A grievance can be about anything done, or not done, by management or another employee or employees, which you feel affects you unfairly or unjustly. A grievance can also be about discrimination, harassment, bullying or any other employment related decision or behaviour that you think is unfair, unjust or upsetting.

This Grievance Policy outlines the procedures you should follow to try to resolve a grievance and also outlines the steps the School will take to resolve your grievance if you make a formal complaint.

This policy does not deal with Child Protection related complaints. All complaints of this nature are to be dealt with using the procedures outlined in the Child Protection Policy and Procedures.

2. Related School Policies

Other School policies which you should be aware of and understand include (but are not limited to):

- Staff Code of Conduct
- Discrimination, Harassment and Bullying Statement
- Work Health and Safety policy
- Complaint Handling Policy & Procedure

3. What are your options if you have a Grievance?

Deal with the matter informally

If you have a grievance, it can be dealt with informally by approaching the involved in your grievance, if you feel comfortable in doing so. You can tell them that their behaviour, decision, actions, etc. was unfair, offensive, discriminatory etc., and why you believe this to be so. The person may have been totally unaware of the affect of their behaviour or decision on you. By telling them you will give them a chance to redress the situation. This may not be appropriate in some cases, particularly if you do not feel comfortable speaking to the person.

Speak to your manager or other senior person

If you do not want to speak to the person directly, you can speak to your manager about the grievance, or Andrew Frakes (Principal) or Claire Allen (Administrative Director). They will tell you what your options are and may approach the person complained about and talk to them informally about your grievance, or they may decide to take more formal action. Generally, where appropriate, they will seek your approval before doing anything unless they decide that taking action is necessary even if you do not wish them to do so (for example where failure to do so poses a health and safety risk).

Make a formal complaint

If you do decide to make a formal complaint this can be done by putting the complaint in writing to Andrew Frakes (Principal) andrew.frakes@giantsteps.net.au or Claire Allen (Administrative Director) claire.allen@giantsteps.net.au. The written complaint should contain a description of the incident(s), decision, behaviour in question, the time and date of the incident(s), the names of any witnesses and the date of the complaint, as well as any other details you feel are relevant.

Where a person wishes to make a formal complaint concerning the Principal (Andrew Frakes) or the Administrative Director (Claire Allen), the complaint should be made in writing to the Chairman of the Board via email barry.irvin@bega.com.au.

4. If you have made a formal complaint how will your grievance be handled?

The School will determine, in its absolute discretion, on a case by case basis, the most appropriate method of handling the grievance.

Generally, grievances will be handled in accordance with the following guidelines:

- Grievances will be treated with the utmost confidentiality (except where the School deems it is necessary to disclose the complaint for the purpose of dealing with it effectively; disclosure will be no wider than is strictly necessary). It is important that you also maintain confidentiality and do not discuss your complaint with others, unless the School gives you permission to do so;
- Any grievance will be taken seriously, handled impartially, and any steps taken will be in accordance with the principles of procedural fairness;
- Grievances will be dealt with promptly, taking into account all the circumstances;
- Employees who raise grievances are protected from victimisation;
- The School will maintain accurate and comprehensive records of each grievance; and
- Generally, you may have a suitable support person with you at any stage of the process.

Where a grievance cannot be resolved informally, and the School deems an investigation is required, the School will decide:

- how that investigation should be carried out;
- the nature and scope of the investigation;
- who should lead the investigation - including whether an external investigation is required;
- the anticipated timeframe for the investigation.

5. What are the possible outcomes?

If the investigation reveals that your complaint is valid, a number of actions may be taken, depending on the nature of the complaint. For example, the person against whom the complaint is made may be asked to give you a written apology, he/she may be given a written warning, or may be subjected to disciplinary action up to and including termination of employment. The School will determine the most appropriate outcome.

If the investigation is inconclusive, i.e., the complaint cannot be proved due to lack of evidence or the conduct is not sufficiently serious to justify disciplinary action, the School may nevertheless take a number of actions. These may include training and/or monitoring of relevant staff.

If the complaint is found to have been completely fabricated or raised vexatiously, appropriate action may be taken against you including an official formal warning, or disciplinary action up to and including termination of employment, depending on the seriousness of the circumstances.

6. General

This grievance policy is not a term of any contract, including any contract of employment. The School may unilaterally introduce, vary, remove or replace this policy at any time.