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| | **Grievance Policy**<br><br>**Guilford Young College** | **Reviewed: 2012**<br>**Reviewed by: Deputy Principals** |

(Guilford Young College adopts the Tasmanian Catholic Education Commission policy on Complaints Processing as the basis of this policy)

## RATIONALE

Guilford Young College is committed to the development of an educational and organisational culture based on mutual respect and trust; one which assists all stakeholders to recognise and develop their personal capabilities and provides for them a safe and supportive educational and spiritual environment. The Grievance Policy reflects the desire of the College to resolve grievances promptly, justly and in accordance with relevant legislation, policies and current industrial awards or enterprise agreements. It is grounded in the College's commitment to the dignity and merit of all, and aims to contribute to a harmonious, positive and productive educational environment. This Grievance Policy is primarily designed to address issues and grievances arising from the policies and procedures applicable to Guilford Young College. The policy does not apply to the management of performance and industrial issues (see relevant industrial agreements) or allegations of misconduct on the part of Archdiocesan employees (see TCEO Taking Care Policy). The Grievance Policy is premised on the principles articulated in the **Archdiocesan Vision and Mission Statement** to:

> "respond to human need with compassion, fairness and justice that respects the dignity of all;
> and
> "formulate and manage our structures and policies in accord with our Catholic ethos and tradition."

Any policies or circumstances, which undermine the intrinsic dignity of the individual person or impinge upon the respect due to them, must be addressed because they may adversely affect the overall welfare and development of individuals or corporate groups and impinge upon the effectiveness of the mission of Catholic education.

> "If people possess truly human values and sound moral principles, they will be enabled to find 'solutions which are truly human' for the problems of their lives. Christians know that their faith helps them to contribute more effectively to the good of the society in which they live".
> (#2 John Paul II: Opening of the Catholic Education Centre, Western Australia, November 1986)

## POLICY

The imperative for all members of Guilford Young College to work positively to resolve grievances flows from the Gospel values of justice, compassion, reconciliation, truth and love, which are integral to the Catholic ethos of this College.

## DEFINITIONS

A grievance is any type of problem, concern, dispute or complaint which cannot be resolved through communication at the source of the complaint. The grievance may be about a decision, an act, a process or an omission. which a person or corporate group believes to be in breach of established policies, in contradiction with the Archdiocesan or College's Vision and Mission Statement or infringes upon the principles of justice, merit or equity. A grievance is to be nominated as such; an issue will not necessarily be interpreted to be a grievance and so therefore must be explicitly named as such.

**Governing Body** The body established by the Church Trust Corporation of the Archdiocese of Hobart or a specific Religious Institute to assume the overall authority and responsibility for an individual school or College.

**Executive Officer** The person with the delegated authority to act on behalf of the College, the Tasmanian Catholic Education Office, Governing Body or the TCEC (e.g. Principal, Regional Director, Executive Director of Catholic Education).

## PRINCIPLES

1. All stakeholders, either individuals or groups, in the Guilford Young College community have the right to have grievances addressed and a resolution rigorously sought.

2. The resolution of grievances should be premised on a sound and fair basis of information dissemination, conciliation, investigation and decision-making, which involve the principles of due process and natural justice. Natural justice entails that the process must:

- Be fair and without bias
- Ensure all parties to have a right to be heard
- Have separate persons responsible for investigation and decision-making

3. Guilford Young College is administered by a governing body that has the ultimate authority for the conduct and well-being of the College. The TCEC does not have governance authority over any individual school.

4. It is incumbent that upon receipt of a grievance, the College processes the grievance in a prompt and timely manner.

5. At any stage in the process of resolving a complaint, either party may access legal advice.

## PROCEDURES

(Guilford Young College adopts this policy which has been ratified by the Tasmanian Catholic Education Commission outlined below. It also forms the process for grievances relating to Occupational Health and Safety.)

**MAKING A GRIEVANCE NOTIFICATION:**
**INFORMATION FOR THE COMMUNITY**

At our College, we believe that the relationship between the wider community and the College is very important part of ensuring that we demonstrate the values we espouse. We recognise that all members of the Guilford Young College community need to work closely with the wider community to both support it and be supported by it. We encourage you to communicate with us if you have any concerns so that we might work together to resolve these as promptly and effectively as we can.

What to do if you have a problem:

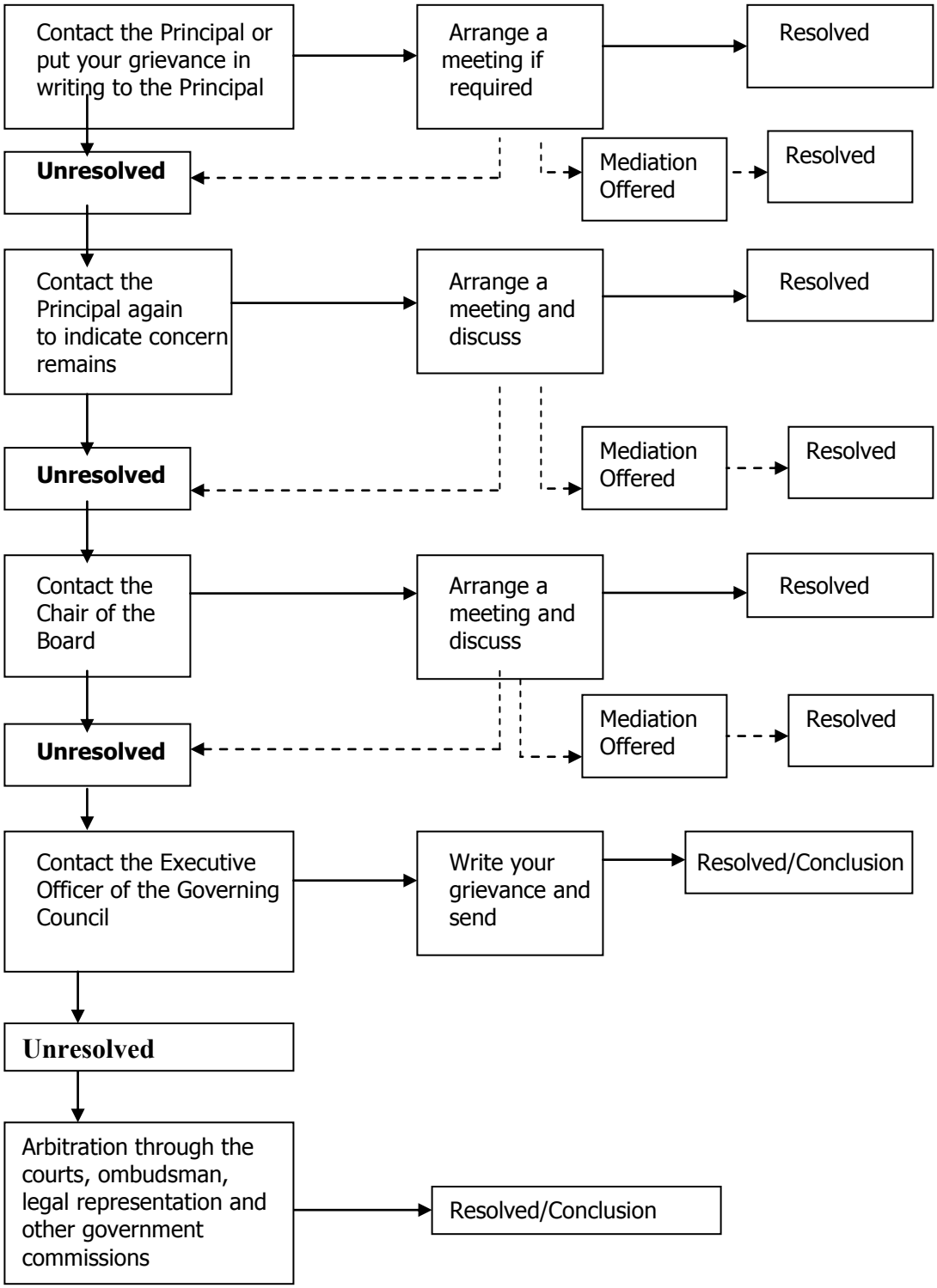
- Try to identify the problem clearly before contacting the College. If there is more than one problem, list them to ensure that the extent of the problem is clear to the College.
- Decide whether the problem is a concern, enquiry or grievance. This will help in finding a solution.
- Either put your concern in writing to the Principal or make an appointment to meet with the Principal by contacting the College office.
- If you do not feel after making your communication or having your meeting that the matter has been resolved then please communicate this clearly to the Principal and attach a copy to the Chair of the Guilford Young College Board of Management.
- Try to stay calm when discussing your concern. Even if you don't feel it, being calm will help you get your concerns across more clearly than if you are upset or angry. It may help to take someone with you.
- Remember, College is committed to resolving your issue and will discuss with you actions that might be taken in regard to your concern.
- If the matter has still not been resolved, notify the Executive Officer of the Governing Council of Guilford Young College stating your concerns in writing. If no resolution has been achieved, the Director of Catholic Education on behalf of the Governing Council will arbitrate after thorough examination of the grievance and related issues.
- If matters still remain unresolved you have the right to seek arbitration through the courts, ombudsman, legal representation and other government commissions such as Human Rights Commission etc. These might entail some financial cost to you.

Note: The School Registration Board or the Secretary of the Department of Education **do not** deal with grievances within the Catholic Education system.

**When you make a grievance:**

- If a grievance is made against a person, that person will be informed of the nature and content of the grievance and have the right to respond.
- Discussions of grievances are confidential.
- Grievances may be made verbally or in writing.
- All grievances, the actions taken to resolve them and outcomes of those actions will be fully documented.
- A person who has made a grievance may withdraw it at any time. If the grievance is in writing, the withdrawal should also be in writing.
- No one will be victimised as a result of taking out a formal grievance.
- At the formal stage, a person who has made a grievance has the right to be represented and supported by another person of his/her choice as a support person.
- A process of mediation may be available if a grievance is not satisfactorily resolved.

## FLOW CHART FOR MAKING GRIEVANCES NOTIFICATIONS – COMMUNITY



**MAKING A GRIEVANCE NOTIFICATION:**
**INFORMATION FOR PARENTS**

At our College, we believe that the relationship between the home and the College is very important part of ensuring that children are happy, secure and open to learning. We recognise that parents and teachers need to work closely together to provide the best educational opportunities for their children. We encourage you to discuss your child's progress with his/her teacher and to let us know if you have any concerns so that we might work together to resolve these as promptly and effectively as we can.

What to do if you have a problem:

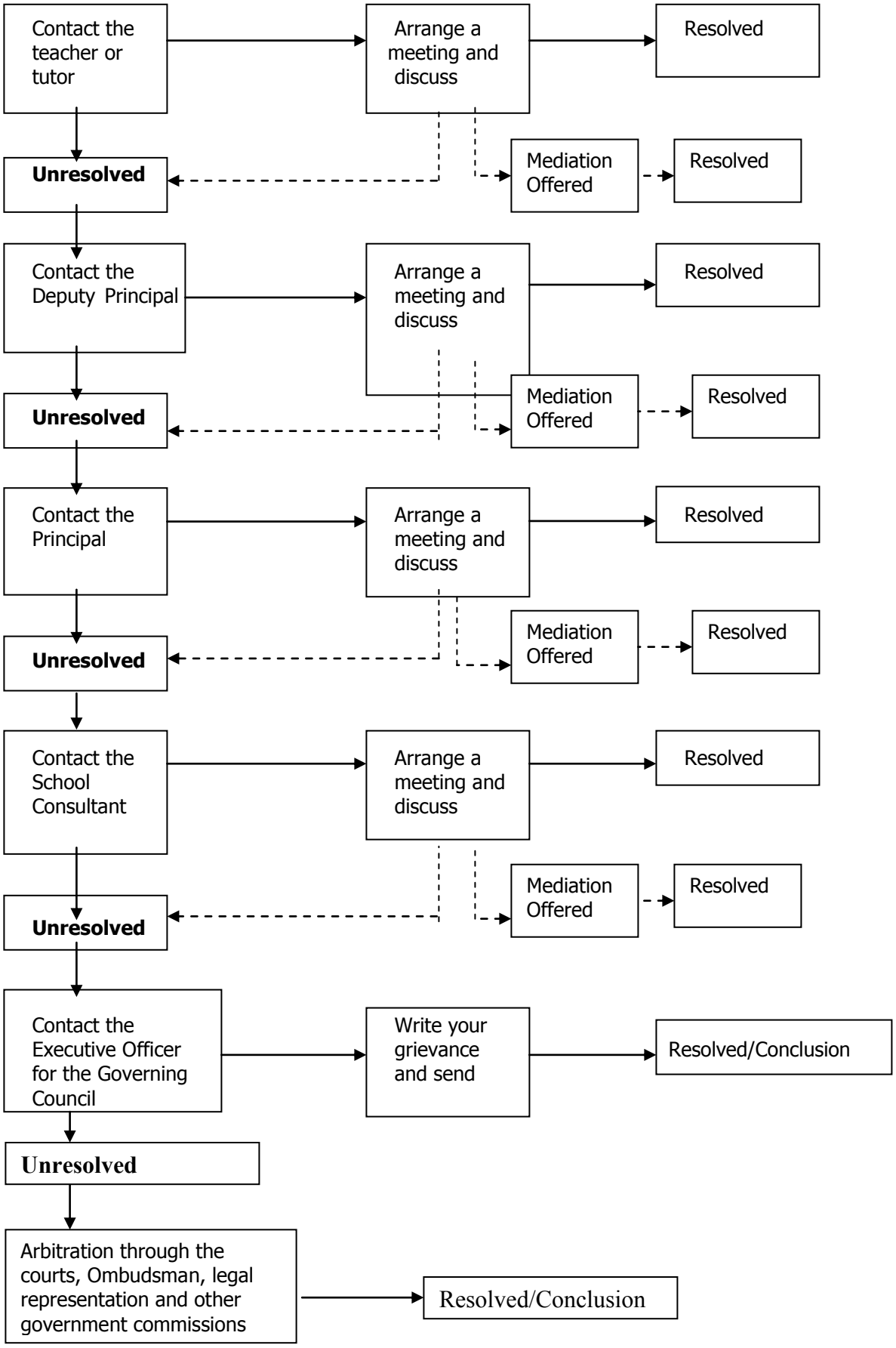
- Try to identify the problem clearly before contacting the College. If there is more than one problem, list them to ensure that the extent of the problem is clear to the College.
- Decide whether the problem is a concern, enquiry or grievance. This will help in finding a solution.
- Make an appointment to meet with your child's teacher or tutor. The best way to do this is to contact the College office to arrange a mutually convenient time for a telephone call or meeting.
- If you do not feel after your meeting that the matter has been resolved or if you have a grievance about the teacher or another staff member, make arrangements to meet with the Deputy Principal.
- Try to stay calm when discussing your concern. Even if you don't feel it, being calm will help you get your concerns across more clearly than if you are upset or angry. It may help to take someone with you.
- Remember, the staff are committed to resolving any issues that parents might have regarding their children and will discuss with you actions that might be taken in regard to your concern.
- If you still do not feel that the matter has been resolved or if your grievance is about a very serious matter, send your grievance in writing to the Principal.
- If the matter has still not been resolved, notify the Executive Officer of the Governing Council of Guilford Young College stating your concerns in writing. If no resolution has been achieved, the Director of Catholic Education on behalf of the Governing Council will arbitrate after thorough examination of the grievance and related issues.
- If matters still remain unresolved you have the right to seek arbitration through the courts, ombudsman, legal representation and other government commissions such as Human Rights Commission etc. These might entail some financial cost to you.

Note: The School Registration Board or the Secretary of the Department of Education **do not** deal with grievances within the Catholic Education system.

**When you make a grievance:**

- If a grievance is made against a person, that person will be informed of the nature and content of the grievance and have the right to respond.
- Discussions of grievances are confidential.
- Grievances may be made verbally or in writing.
- All grievances, the actions taken to resolve them and outcomes of those actions will be fully documented.
- A person who has made a grievance may withdraw it at any time. If the grievance is in writing, the withdrawal should also be in writing.
- No one will be victimised as a result of taking out a formal grievance.
- At the formal stage, a person who has made a grievance has the right to be represented and supported by another person of his/her choice as a support person.
- A process of mediation may be available if a grievance is not satisfactorily resolved.

## FLOW CHART FOR MAKING GRIEVANCES NOTIFICATIONS - PARENTS



**MAKING A GRIEVANCE NOTIFICATION:**
**INFORMATION FOR STUDENTS**

At our College, we believe that it is important that everyone feels happy and safe at College so that the best learning can take place. We believe that everyone, staff and students, need to work closely together to provide the best educational opportunities for you. If you have a problem, a concern or a grievance, we encourage you to speak to someone about it and we have provided some steps that you might work through to help you do this.

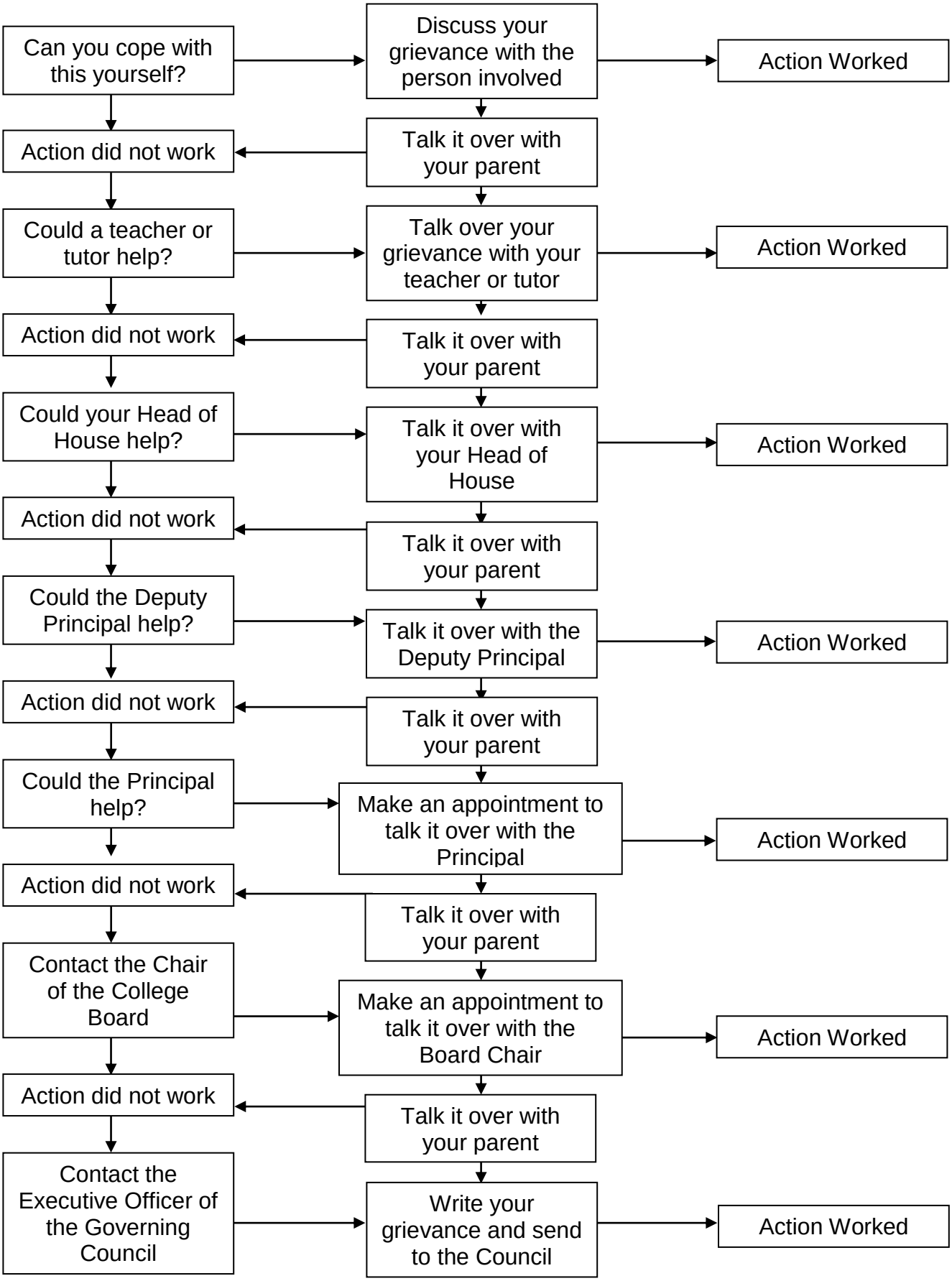
**What to do if you have a problem:**

- Try to identify the problem that is upsetting you. If there is more than one problem, list them so that you are clear about what you feel or need.
- If you feel you can, talk to the person you are having the problem with and if their behaviour is upsetting you, tell them to stop.
- Often parents can help when young people are unsure of what to do. It is a good idea to ask for support and advice when problems arise rather than keep it all to yourself.
- If your talk with the person you are having the problem with does not solve your problem, talk to a teacher about your concerns and ask them to help you deal with it. Your teacher will often be able to give you good ideas on how to cope with it and will help you. You should explain:
    - Who was involved
    - What happened
    - What you did
    - What you believe was unfair or unjust
- Try to stay calm when discussing your problem or concern. Even if you don't feel it, being calm will help you get your concerns across more clearly than if you are upset or angry. It may help to take someone with you.
- Work with the teacher to decide what should be done to help you.
- If you still do not feel that the matter has been solved, make an appointment to talk to the person at our school who deals with student problems. The teacher will tell you who this is if you don't already know.
- If you still do not feel that the matter has been solved, make a time to talk to the Principal about your concern.

**Remember:**

- Sometimes the person helping you will need to speak to someone else so that the problem can be solved. You need to let that person know that you are OK about that.
- You can bring a friend, parent or a teacher to support you when you need to talk about the problem.
- No one will be allowed to pick on you or hurt you because you made a grievance.
- If you want to, you can write out your grievance in a letter instead of talking about it, but the person helping you will need to speak to you later.

# A Student's Guide to Making a Grievance Notification



**GRIEVANCE PROCEDURES:**
**INFORMATION FOR STAFF**

At Guilford Young College, we believe that the relationship between colleagues is a very important part of ensuring that children are happy, secure and open to learning. We recognise that all staff need to work closely together to provide the best educational opportunities for the students in our care. If you have any concerns or grievances regarding any other member of the College community, we strongly encourage you to work together to resolve these as promptly and effectively as we can.

What to do if you have a problem:

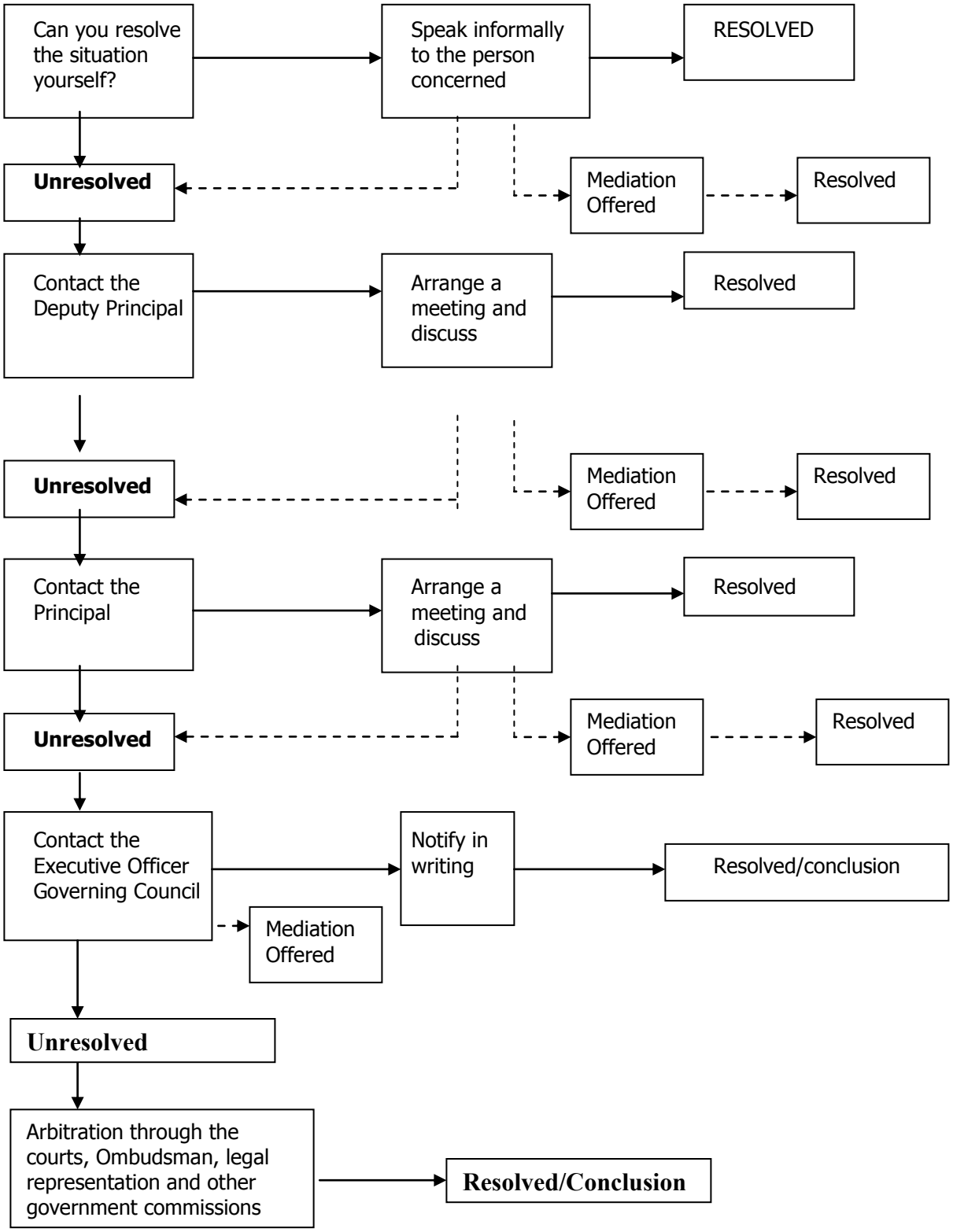
- Try to identify the problem clearly before taking any action. If there is more than one problem, list them to ensure that the extent of the problem is clear to the College.
- Decide whether the problem is a concern, enquiry or grievance. This will help in finding a solution.
- In the interests of resolving matters quickly and effectively, you are encouraged to informally discuss your concern/grievance with the person concerned.
- If informal strategies do not resolve the issue, make your grievance formally and in writing to the Principal. Where the Principal advises, mediation can be arranged between the parties concerned on their mutual agreement.
- If you still do not feel that the matter has been resolved, if your grievance is serious or involves the Principal, telephone or send your grievance in writing to the Deputy Principal who will then contact you and make arrangements for you to discuss your grievance.
- If the matter has still not been resolved, notify the Executive Officer of the Governing Council of Guilford Young College stating your concerns in writing. If no resolution has been achieved, the Director of Catholic Education on behalf of the Governing Council will arbitrate after thorough examination of the grievance and related issues.
- If matters still remain unresolved you have the right to seek arbitration through the courts, ombudsman, legal representation and other government commissions such as Workplace Safety, Anti-Discrimination and Human Rights Commissions. These might entail some financial cost to you.

Note: The School Registration Board or the Secretary of the Department of Education **do not** deal with grievance within the Catholic Education system

**When you decide to make a grievance:**

- If a grievance is made against a person, that person will be informed of the nature and content of the grievance and have the right to respond.
- Discussions of grievances are confidential.
- Grievances may be made verbally or in writing.
- All grievances, the actions taken to resolve them and outcomes of those actions will be fully documented.
- A person who has made a grievance may withdraw it at any time. If the grievance is in writing, the withdrawal should also be in writing.
- No one will be victimised as a result of taking out a formal grievance.
- At the formal stage, a person who has made a grievance has the right to be represented and supported by another person eg his/her union, work colleague, friend or other person of his/her choice as a support person.
- A process of mediation may be available if a grievance is not satisfactorily resolved.

## FLOW CHART FOR MAKING GRIEVANCES NOTIFICATIONS - STAFF



# GRIEVANCE PROCEDURES: SUMMARY

| STUDENTS | PARENTS | STAFF |
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| 1. If you feel you can, talk to the person who is upsetting you and tell them to stop.<br><br>2. If you cannot do this or if the person does not listen, talk to your parent(s) and/or a teacher you trust and ask them to help you work through the problem.<br><br>3. If the problem is still not worked out, talk to the Deputy Principal, telling him/her everything you have done so far and ask for his/her help.<br><br>4. If the problem remains, make an appointment to speak to the Principal about your grievance.<br><br>5. If problem remains, contact the Chair of the College Board to make an appointment<br><br>6. If the problem remains, notify the Executive Officer of the Governing Council of Guilford Young College stating your concerns in writing.<br><br>Remember: often parents can help when young people are unsure of what to do. It is a good idea to ask for support and advice when problems arise rather than keep it all to yourself. | 1. Arrange a time through the College office to speak to the person concerned. Remember, if the concern is about your child, the teacher or tutor is the first person you should talk to about the problem.<br><br>2. If this does not resolve your concern, make an appointment to discuss it with the Deputy Principal.<br><br>3. If still unresolved, make an appointment to discuss your concerns with the Principal.<br><br>4. Only after you have discussed the issues with the Principal, should you contact the Senior School Consultant at the Catholic Education Office and make a time to discuss grievances or concerns with him/her.<br><br>5. If the matter has still not been resolved, notify the Executive Officer of the Governing Council of Guilford Young College stating your concerns in writing. If no resolution has been achieved, the Director of Catholic Education on behalf of the Governing Council will arbitrate after thorough examination of the grievance and related issues.<br><br>Please note: the School Registration Board and the Department of Education do not deal with grievances regarding the Catholic Education system. | 1. Speak to the person concerned informally and privately.<br><br>2. If this does not resolve the issue, contact the Deputy Principal for your school either by telephone or in writing. He/she will then make arrangements to meet with you.<br><br>3. If still unresolved, or if the grievance involves the Deputy Principal, make an appointment to take your grievance to the Principal. If deemed appropriate, mediation at this stage may be arranged at the mutual agreement of all involved. If the matter has still not been resolved, notify the Executive Officer of the Governing Council of Guilford Young College stating your concerns in writing. If no resolution has been achieved, the Director of Catholic Education on behalf of the Governing Council will arbitrate after thorough examination of the grievance and related issues.<br><br>4. Further to this, you have the right to seek arbitration through the courts, relevant Government commissions or the Ombudsman |