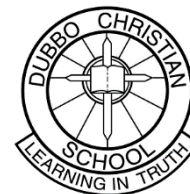


Dubbo Christian School Policy



GRIEVANCE

RANGS Reference	3.6.2
Date of Last Review	February 2019
Board approval required	Yes
Owner	Principal

1. INTRODUCTION

Dubbo Christian School is committed to providing all members of the school community with a fair process of review in the event of a grievance. This opportunity is available to all staff, parents and students.

Grievance resolution must also comply with relevant industrial agreements and instruments, and must encompass procedural fairness, confidentiality, privacy and a right of reply.

2. CHRISTIAN RATIONALE

The School affirms the dignity and value of all people as made in the image of God; and seeks to conduct all matters in a way that honours God and cares for people. The core business of the School is conducted through relationships, so a high value is placed on maintaining and protecting relationships within the School community.

In the event of a dispute or conflict within the School, the process shall follow the principles found in Matthew 18. Grievances will be treated seriously. It should start with discussion between the parties, be based upon a desire for resolution and reconciliation (as opposed to a desire for retribution), consider factual evidence rather than impressions or rumour, provide fair opportunity for review of all decisions, and be carried out in a manner that enables all parties to retain their dignity regardless of the outcome.

Conflict is to be regarded as a natural occurrence when people work together. It has the potential to promote new ideas, strengthen personal relationships, stimulate individual growth and facilitate more effective solutions to problems. The guiding principle is: *Be completely humble and gentle; be patient, bearing with one another in love. Make every effort to keep the unity of the Spirit through the bond of peace.* (Eph 4:2-3)

3. PURPOSE OF THIS DOCUMENT

This document sets out the policy and processes of Dubbo Christian School in examining and settling the grievances of staff, parents or students occurring as a result of actions taken or decisions made within the business of the School.

4. WHO MUST COMPLY

This policy has implications for:

- The School Board – final stage of appeal process; matters concerning grievance of, or about the School Principal
- The Principal – appeals process; matters concerning Child Protection
- All staff – dealing with complaints; bringing a grievance
- Parents/ guardians – grievance against the School or staff member; on behalf of their Child
- Students – grievance against the School or staff member

5. DEFINITIONS

Grievance - a formal objection or complaint made on the basis of something believed to be wrong, unfair, misleading, unlawful, or of poor quality. A grievance may be about the conduct of a person enrolled at or employed at the school, about specific practices and policies of the school or about the school generally.

Disability – has the same meaning as the definition of “disability” in s 5 of the *Disability Discrimination Act (1992) (DDA)*.

Associate – has the same meaning as the definition of “Associate” in s 5 of the DDA.

Harassment - behaviour, comments or images that are unwelcome, offensive or intimidating which makes the victim of that conduct upset, unhappy or scared, and that, in the circumstances, a reasonable person should have expected would be offensive or intimidating.

Victimisation - any unfavourable treatment of a person as a consequence of their involvement (or proposed involvement) in a grievance under the school’s grievance procedures.

NOTE: Matters of concern or complaint raised that relate to or may amount to an allegation of Staff misconduct, reportable conduct or significant risk of harm to a child must be dealt with under the provisions of the Dubbo Christian School Child Protection Policy. Under this policy, all staff are obliged to report directly to the Principal any information which is considered reasonable grounds for concern that a child may be at significant risk of harm. This includes knowledge of complaint or allegation of this nature themselves, or any other person.

Other stakeholders are encouraged to report concerns or complaints as outlined above to the Principal or the Board Chair if the complaint/concern involves the Principal.

6. POLICY

The School will maintain its policies and procedures with respect for personal dignity of all people; and with regard for the requirements of relevant state and federal legislation.

- (a) The School is committed to grievance prevention based strategies, which aim to develop an environment and culture that thrives on diversity; promotes compassion and understanding; and reinforces the practice of respectful behaviour towards all people.
- (b) Procedures will be maintained for the fair and equitable review of grievances.
- (c) There is an underlying assumption that complaints are made in good faith (and with good will) and with an intention for resolution as opposed to retribution.
- (d) The process of review is available for all members of staff, parents and students.

- (e) The process of responding to a formal complaint will reflect the principle of subsidiarity. This means that we expect that complaints may be resolved wherever possible at the lowest level of management necessary for their proper resolution. The Principal, therefore, will not be directly involved in the resolution of those complaints which are more appropriately handled by others in the school community.
- (f) The grievance review process will be carried out to ensure, as far as possible, a speedy and effective resolution.
- (g) Confidentiality is an obligation to the provider of information while privacy is an obligation to the subject of the information. Confidentiality will be respected at all times within the constraints of the need to fully investigate the complaint. The obligation to maintain confidentiality extends also to the complainant and to the respondent.
- (h) A person who presents a grievance will not be penalised or victimised in any way for doing so.
- (i) Anonymous complaints do not reflect the principles outlined above. If you make an anonymous verbal complaint to the school you will be encouraged to identify yourself in order for the procedures outlined in this policy to be implemented fully. If you choose to remain anonymous, then in the case of verbal complaints you will be informed that the complaint may not be acted upon.

Related Policies & Procedures	Person Responsible
Child Protection Policy	Principal
Privacy Policy	Principal
Learning Support Policy	Principal
Anti-Harassment Policy	Principal
Grievance Procedures	Principal