



Grievance Procedure Policy

PURPOSE OF THE POLICY

The objectives of the Grievance Policy are to promote the prompt resolution of grievances through consultation, cooperation and discussion: to reduce the level of disputation and promote efficiency, effectiveness and equity in the School.

The process of the Grievance Policy is confidential between the parties concerned and those directly involved. However, there may be occasions where it is necessary for the School to interview witnesses, report a matter to an external body, or to take other steps to ensure the safety of students, staff and others.

The Grievance Policy applies to all Rockhampton Girls Grammar School staff, volunteers, students and parents/guardians.

PROCEDURE

The procedure involves three (3) steps. The first two (2) steps are 'informal' whereby the grievance is sought to be resolved internally by discussions between the parties. The third step is 'formal' whereby the grievance is investigated by the Board of Trustees.

If the matters relating to alleged sexual harassment, discrimination, harassment, vilification, victimization or bullying, the person reporting the grievance shall proceed directly to Step 2 or Step 3.

If the Principal is the source of the grievance, the person reporting the grievance shall proceed directly to Step 3.

Step 1 – Informal Grievance Procedure

- a. Staff or volunteers who wish to raise a grievance under the Grievance Procedure should notify, preferably in writing, their Line Manager or a member of Executive (if the Line Manager is the source of the grievance).
- b. Students who wish to raise a grievance under the Grievance Procedure should notify, preferably in writing, the Care Group Teacher OR the Director of Student Wellbeing OR the Director of Boarding for boarding related issues.
- c. Parents/ caregivers who wish to raise a grievance under the Grievance Procedure should notify, preferably in writing, the Director of Student Wellbeing OR Director of Boarding.
- d. The person to whom the grievance is notified shall attempt to resolve the grievance by discussion and negotiation between the parties concerned. Grievance reports are to be acknowledged within one (1) business day of referral and be finalised as quickly as possible.

Step 2 – Formal Grievance Procedure

- a. If the matter remains unresolved, staff, volunteers, students and parents/guardians can refer the grievance to the Principal.
- b. The Principal may appoint another person to investigate the grievance (**Investigating Officer**).
- c. The grievance shall be provided in writing and include the following:

- a. person aggrieved
 - b. all other parties to the grievance
 - c. details of the grievance
 - d. steps taken to date to resolve the grievance
 - e. signature of the complainant
- d. The Principal shall consult with the parties and attempt to resolve the grievance by discussion and negotiation. Grievance reports are to be acknowledged within one (1) business day of referral and be finalised as quickly as possible.

Step 3 - Board of Trustees Grievance Procedure

- a. All grievances in Step 3 are to be reported to the Chairman of the Board of Trustees via the Board Secretary.
- b. The grievance shall be provided in writing and include the following:
 - a. person aggrieved
 - b. all other parties to the grievance
 - c. details of the grievance
 - d. steps taken to date to resolve the grievance
 - e. signature of the complainant
- c. The Board of Trustees shall consult with the complainant, the Principal or the Board Secretary and any other person involved in the grievance in an attempt to resolve the grievance by initiating and facilitating negotiation between the parties to the grievance OR if thought desirable by the Board of Trustees, shall brief an external conciliator or mediator with all facts in its possession relating to the grievance and that conciliator/mediator will seek to resolve the matter with the parties.
- d. Grievance reports are to be acknowledged within two (2) business days of referral and be finalised as quickly as possible.
- e. If the matter still remains unresolved after undertaking the procedures in steps 1 and 2, then the individuals concerned, or (in the case where a union is involved) the union, or the Board of Trustees may refer the matter to a relevant referral body such as Anti-Discrimination Commission, Industrial Commission, Human Rights and Equal Opportunity Commission or Dispute Resolution Branch (see below).
- f. The Board of Trustees may appoint a member or another person to investigate the grievance (**Investigating Officer**). The appointed Investigating Officer should be more senior than all the immediate parties to the grievance and may be drawn from outside the School.
- g. All parties to the grievance, with their support person or representative, will have the opportunity to present all aspects of their case to the Investigating Officer.
- h. The grievance or complaint shall be investigated in a thorough, fair and impartial manner. The Investigating Officer will review all documents, may conduct interviews with witnesses and can request further information from the parties.
- i. If the matter is notified to the union or relevant association, the Investigating Officer shall consult with the union or association during the course of the investigation.
- j. The Board of Trustees, the persons involved in the grievance, and the union or association, if consulted, shall be advised in writing of the determinations made by the Investigating Officer as a result of the grievance investigation
- k. The Investigating Officer may make recommendations they consider appropriate in the circumstances, such as disciplinary action, counselling or a change in policy/procedure. However, any action ultimately taken is at the discretion of the Board of Trustees.

Other Legal Redress

- a. Nothing in the School's International Complaints and Appeals Policy negates the right to pursue other legal remedies.

General Guidelines

- a. The Dispute Resolution Branch provides a free mediation service to assist parties to a dispute to examine possible solutions (Phone 1800 671 680). This service may be utilised by the School if deemed appropriate.
- b. The Principal/Chairman of the Board of Trustees may appoint a Grievance Liaison Officer to guide persons wishing to pursue a matter under the Grievance Procedure Policy and to assist impartially. Anti-discrimination contact officers will be involved in the Grievance Procedure Policy where the complaint is one of discrimination, harassment, vilification or victimisation.
- c. Any complaints will be put to other parties to the dispute and related documents will also be shown to the person/s concerned.
- d. A person may have a support person present at any stage of the Grievance Procedure Policy and may have a representative (such as a union or legal representative) if the matter proceeds to an investigation by the Board of Trustees. A support person's role is to provide support and encouragement, but not to represent or act as a spokesperson for the grievance. The support person should not themselves be involved in the matters which are the subject of the grievance.
- e. Victimisation of a person who has raised a grievance will not be tolerated.

PROCEDURE RELEASE DETAILS

Date of Policy	Updated 2015
Approved by	Board April 2015
Review Date	2016
Access	Public Availability – RGGGS Website

RELATED POLICIES AND DOCUMENTS

RGGGS Student and Staff Handbooks	RGGGS Anti-Discrimination Policy
RGGGS Bullying and Harassment Policy	RGGGS Code of Behaviour
RGGGS Child Protection Policy	RGGGS Sexual Harassment Policy
RGGGS Disability Policy	
RGGGS Enrolment Policy	