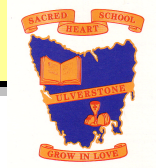


# ***Sacred Heart Catholic School***

*Ulverstone*



## **GRIEVANCE POLICY**

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### **MAKING A COMPLAINT: INFORMATION FOR STAFF**

At Sacred Heart Catholic School, 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 complaints regarding any other member of the school community, we strongly encourage you to work together to resolve these as promptly and effectively as you 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 school.
- Decide whether the problem is a concern, enquiry or complaint. This will help in finding a solution.
- In the interests of resolving matters quickly and effectively, you are encouraged to informally discuss your concern/complaint with the person concerned.
- You may also wish to informally discuss your concerns with a senior staff member (eg Assistant Principal) and seek advice and assistance.
- If informal strategies do not resolve the issue, make your complaint formally and in writing to the Principal. Where the Principal advises, mediation can be arranged between the parties concerned, with their mutual agreement.
- If you still do not feel that the matter has been resolved, if your complaint is serious or involves the Principal, telephone or send your complaint in writing to the Regional Director for Sacred Heart Catholic School who will then contact you and make arrangements for you to discuss your grievance.

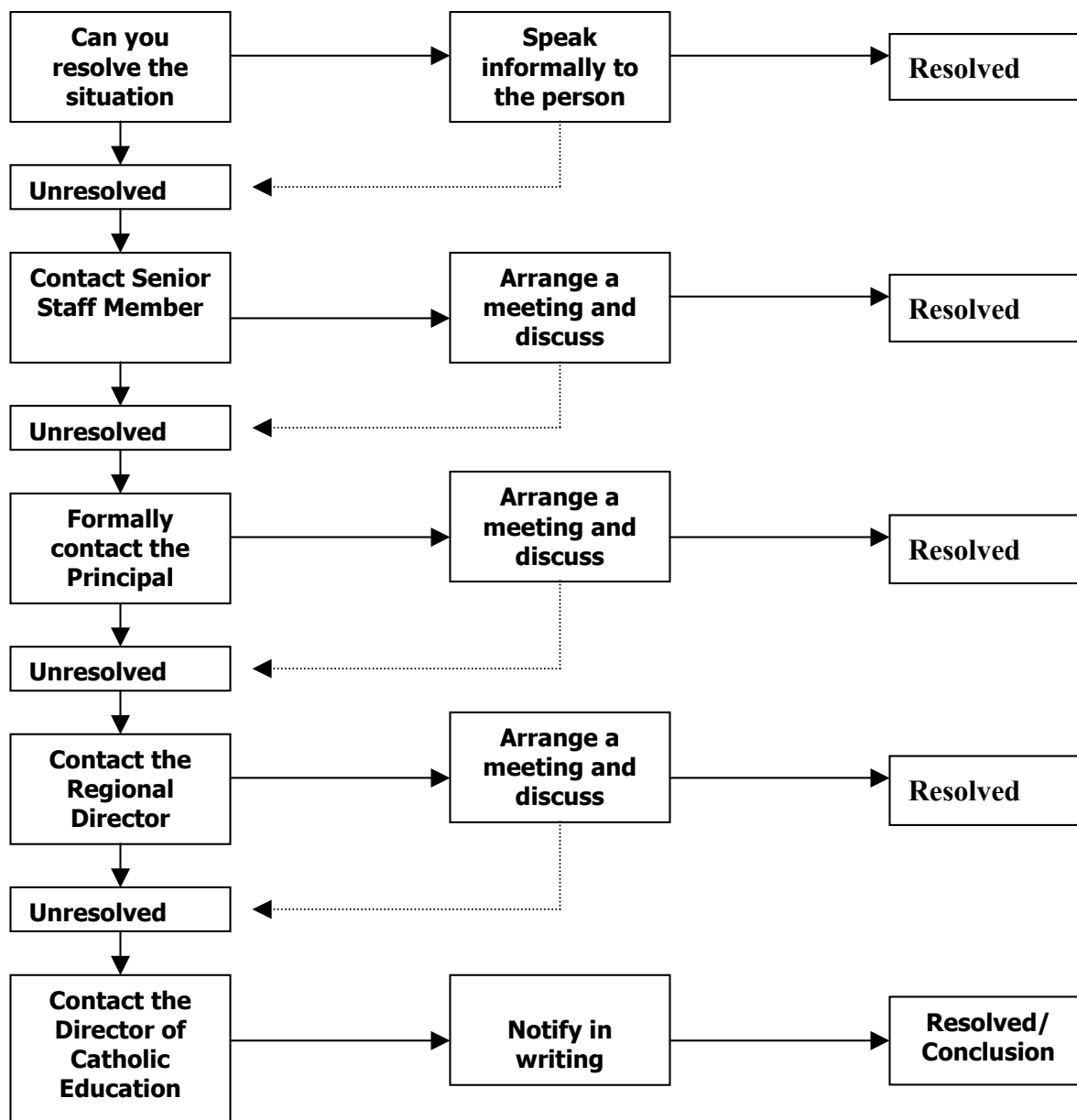
- If the matter has still not been resolved, notify the Director of Catholic Education stating your concerns in writing. If no resolution has been achieved, the Director will arbitrate after thorough examination of the grievance and related issues.
- If matters still remain unresolved you have the right 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 does not deal with complaints within the Catholic Education system.***

#### **When you decide to make a complaint:**

- If a complaint is made against a person, that person will be informed of the nature and content of the complaint and will have the right to respond.
- Discussions of complaints are confidential.
- Complaints may be made verbally or in writing.
- All complaints, the actions taken to resolve them and outcomes of those actions will be fully documented.
- A person who has made a complaint may withdraw it at any time. If the complaint 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 complaint 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 complaint is not satisfactorily resolved.

## FLOW CHART FOR COMPLAINTS – STAFF



If matters still remain unresolved you have the right to seek arbitration through the courts, ombudsman, legal representation and other government commissions such as the Human Rights Commission etc. These might entail some financial cost to you.

Mediation is an option at any stage if the complainant and the person to whom the complaint is directed so agree. Normally, mediation is facilitated by the Regional Director.

**Approved by:** Sacred Heart Catholic School Board

**Implementation Date:** 25<sup>th</sup> May 2011

**Supersedes Policy Dated:** June 2008

**Revision Date:** 1<sup>st</sup> May 2014