

SECTION 6 : ADMINISTRATION

6.3 GRIEVANCE RESOLUTION

RATIONALE

The core values of Daramalan College and of the Missionaries of the Sacred Heart support a community where good relations, fair and just treatment and forgiveness are essential elements of community living. In such an environment, all are valued and respected. A strong belief in the dignity of each person and a sense of fairness and justice underpin this policy.

Good relationships within school communities are paramount to the well being and comfort of all members. To maintain good relationships, grievances or conflicts must be addressed. The aim is that grievances are resolved and all parties can feel satisfied with the grievance resolution process. Fair and open communication ensures that the rights and responsibilities of all parties are respected with the intent that consensus be achieved.

POLICY

Daramalan College is committed to providing a fair, safe and supportive environment where grievances are dealt with sensitively and expeditiously.

APPLICATION

1. An essential part of developing that environment is ensuring that all are encouraged to come forward with their grievances in the knowledge that those in a position of responsibility will take appropriate action to address those grievances. Confidentiality will be respected.
2. Grievance resolution is a responsibility of those in leadership positions.
3. Any member of the College community may lodge a grievance regarding school related problems. However, if other procedures exist that more appropriately address that grievance (eg sexual harassment or unlawful discrimination), that mechanism should be used.
4. This policy applies to all forms of grievances with the exception of grievances that may constitute unlawful conduct or behaviour, which should be progressed through the more formal channels appropriate to the conduct.
5. The Principal may establish a grievance resolution committee on an ad-hoc basis to meet identified needs.

6. When a grievance is raised between staff members or parents of the school and the school Principal and the matter has not been able to be resolved at the local level:
 - a. The staff member / parent grievance is referred to the Director of MSC Education. The Director of MSC Education will collaborate with the Board Chair to seek a resolution to the issue. They will determine if there are sufficient grounds for an investigation. If there are sufficient grounds for an investigation they may appoint a person/s who will meet with the relevant parties and keep appropriate records.
 - b. The reviewer/s will present findings to the Director of MSC Education and the Board Chair, who will make a decision on the issue.
 - c. This decision will be communicated to the Principal, the complainant and the Provincial for any consequent action.
 - d. All relevant documents will be kept in the Provincial archives.

Reviewed and re-approved September 22, 2015