



DARAMALAN COLLEGE

GRIEVANCE/COMPLAINTS POLICY AND PROCEDURES

Related Policies

Staff Grievance Policy and Procedures

Rationale

The Daramalan College Grievance/Complaints Policy and Procedures is a set of formal and agreed procedures that will be followed to deal with and resolve grievances that arise involving members of the wider College community. The staff and leadership of Daramalan College recognise that grievances may arise from time to time and acknowledge that all people involved have rights that will be respected in seeking to find a resolution.

The Daramalan College Grievance/Complaints Policy and Procedures endeavour to promote:

- a peaceful method of conflict resolution
- expedient and effective results
- improved communication, understanding and relationships
- fair participation and consultation
- increased effectiveness in resolving issues/complaints
- better emotional well-being and morale
- avoidance of time-consuming and costly external resolution
- natural justice for all involved

Definition

A grievance or complaint is a formal expression of dissatisfaction about a situation or action by a member of the Daramalan College community. It is usually made by an individual but sometimes by a group.

Policy

1. Any member of the broader Daramalan community is encouraged to voice a grievance or complaint without fear of retribution.
2. The following principles should be adhered to when resolving a grievance:
 - Early intervention
 - Respect for differences
 - Prompt action
 - Face to face discussion, not discussion by letter, email or telephone or through a third party, where possible.

3. Accurate documentation is maintained throughout the resolution process.

Procedures for claims, issues and disputes

Policies, guidelines and procedures are in place and these are part of the resolution process.

1. The person/people making the claim should first raise the issue clearly with the relevant staff member stating the facts.
2. The staff member acknowledges receipt of the claim, ideally on the day it is received, but within three work days at the latest and take all reasonable steps to resolve the matter raised promptly. This includes determining in the first instance whether the claim is frivolous or vexatious. A response should be provided within at least five work days of the claim being made.
3. If the matter is not resolved following this the parties meet as soon as possible to discuss the claim further and to seek a resolution.
4. If a response cannot be given by the agreed timeline, a progress report is given to the claimant/s.
5. Failing agreement, the parties involved place the matter before the Deputy Principal, the Principal or the person delegated to manage the process by the Principal. The steps already taken towards resolution are outlined.
6. The person delegated to manage the resolution process takes all reasonable steps to resolve the matter and respond to the parties involved as soon as possible.
7. If a response cannot be given by the agreed timeline, a progress report is given.
8. Failing agreement, the Principal refers the matter to the Director, MSC Education for a decision on the outcome.
9. Should the grievance/complaint relate to actions by the Principal and the issue is unable to be resolved on a local level, the grievance/complaint is referred to the Director, MSC Education who collaborates with the College Board Chair in seeking a resolution or making a finding on the claim.
10. If the situation warrants, and when the grievance is resolved, the person responsible for managing the issue at the time of its resolution writes to the parties involved outlining the issue, the actions taken and the outcome. All the parties involved have the opportunity to view all the letters in draft form. Only the agreed letters are distributed and filed.

Approved by:	College Executive
Contact Staff Member:	Principal
Audience:	College Community
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