



GRIEVANCE POLICY

PURPOSE

To provide a set of principles and procedures for the resolution of grievances, complaints or appeals, hereafter referred to as grievances.

POLICY STATEMENT

Fahan School is committed to ensuring a harmonious, fair and just working and learning environment by ensuring that staff and students have access to processes that allow for grievances to be resolved.

All grievances will be dealt with in a supportive environment without victimisation or intimidation of anyone connected with the grievance either during or subsequent to a grievance resolution procedure.

RECOMMENDED PROCESS FOR RESOLVING GRIEVANCES

This document outlines steps to be taken by:

- (a) Staff
- (b) Parents
- (c) Students

Informal Discussions

As a first step informal and private attempts at resolution or reconciliation should be undertaken between the parties concerned.

Formal Discussions

(a) Student Grievances

Complainants may refer grievances to a Teacher or Tutor in the first instance. If the complainant prefers, their grievance may be submitted in writing to the teacher. Upon receipt of the grievance the Teacher or Tutor will assess the situation within 10 working days and organise to meet with the complainant and/or other parties involved, to resolve the situation as quickly as possible in an informal manner. The complainant may request that a support person of their choosing accompanies them to any meeting regarding their grievance.

The Teacher or Tutor may determine if other members of the School Community need to be consulted, such as parents, chaplain, counsellor or other independent experts. Mediation may need to be facilitated in some cases as a result of this consultation.

At the conclusion of the grievance resolution process both parties in the dispute will be asked if the matter has been satisfactorily resolved. If not, the complainant may refer the matter to the Deputy Principal and/or Principal for further discussion/resolution.

(b) Staff Related Grievances

Where the grievance concerns a Teacher or Tutor then the complainant may refer the grievance to the Deputy Principal and/or Principal in writing.

Upon receipt of the grievance the Principal will assess the situation and, if satisfied of the validity of the complaint, the Principal will:

- (i) ensure that the person against whom the complaint is made is informed and given reasonable time to respond.
- (ii) organise to meet with the complainant and/or other parties involved to resolve the situation as quickly as possible.

Both parties may request that a support person of their choosing accompanies them to any meeting regarding their grievance.

If the complainant is not satisfied with the result or handling of their grievance by Fahan staff, the complainant may speak or submit a formal complaint to the Chairman of the Fahan Board.

All meetings, discussions and outcomes will be documented and given to the complainant in writing. In the case of a student complainant, a copy will also be placed on the student's file.

Formal Mediation

If a grievance remains unresolved the parties may refer the complaint to an independent person, the independent nominee is Mr Warwick Dean, Principal of The Hutchins School.

After giving due consideration to the grievance the independent person will refer the complaint back to the Principal with recommendations on an appropriate course of action.

If a student, as a complainant, chooses to access the above procedure the student's enrolment at Fahan will continue to be maintained whilst the complaints and appeals process is ongoing. If the complaints and appeals process finds in favour of the student, corrective and/or preventative measures will be put in place to ensure the matter does not arise again.

All meetings, discussions and outcomes will be documented and given to the complainant in writing. In the case of a student complainant, a copy will also be placed on the student's file.

External Arbitration

At any stage the complainant can seek external arbitration through the courts or the IRC. The solution is then no longer in the hands of the complainants or the School.

Overseas Students Ombudsman

The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. For more information, visit the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072.