



COMPLAINTS AND GRIEVANCES POLICY

Rationale

At Galen Catholic College, we are committed to providing quality education for the students of our parents and a pleasant work environment for all employees. We acknowledge however that students, parents and employees can sometimes feel aggrieved about something happening at the school that appears to be discriminatory or to constitute as harassment. A student, parent or employee can make a complaint about any decision, behaviour, act or omission (whether by the principal, members of the leadership team or other staff) that he /she feels is discriminatory or constitutes harassment or bullying.

Policy Statement

The purpose of this policy is to provide a procedure by which parents and employees can have such complaints addressed. If a parent or staff member feels he or she is being bullied, harassed or discriminated against, this complaints & grievances policy is available for those concerns to be addressed.

Galen Catholic College Vision Statements

Galen Catholic College is a nurturing community, where Faith and Integrity are at the core of our aspirations.

Galen Catholic College strives to;

- Create a faith-centred and hope-filled community inspired by the teachings of Jesus.
- Provide quality education that challenges, supports and empowers students to explore and reach their full potential.
- Foster an inclusive and safe environment.
- Build authentic partnerships between school, parents and carers and the wider community.

Implementation

Definition of Terms

Grievance:

An actual or perceived wrong considered as grounds for a complaint. In terms of this policy and procedures it may relate to a workplace issue between employees or issues of concern to staff, parents, caregivers, students and community members.

Complaint:

May be about:

any aspect of the service provided, or not provided, by Galen College.

- b. the behaviour or decisions of staff, or
- c. practices, policies or procedures.

Serious Complaint:

Whereby the offence is deemed criminal and may lead to criminal or disciplinary/remedial action.

Impartiality:

Fair and impartial manner of investigation of the complaint. This requires no judgments or assumptions made, nor action taken until the investigation is completed. If a complaint is made against a person, the rights of that person will be protected and that person will be given an opportunity to tell their side of the story.

Confidentiality:

Any complaint made will remain confidential. The only person who will have access to information about the complaint will be the person making the complaint, any witnesses to the alleged inappropriate behaviour and the person investigating.

Victimisation:

Act of punishing or harming someone unfairly. Under this policy Galen College will do all it can to ensure a person who makes a complaint is not victimised in any way.

Timeliness:

Each complaint will be finalized within as short a period as possible. All complaints should be finalized as soon as possible.

Complainant :

Any person can make a complaint, including a student, parent or caregiver, a community member associated with Galen College, or any employee, staff member, contractor or volunteer at Galen College.

Implementation of Policy

See Complaints Handling Procedures.

This policy will be implemented by the Principal through:

1. Briefing of all Staff, volunteers and members of the Galen Board
2. Included in the Staff Handbook and processes for inducting new staff.
3. A reminder about the procedure in the newsletter every semester
4. Outlined in the enrolment documents to parents/carers/students on enrolment.
5. Opportunity to understand through learning and teaching eg Integrated Studies /Interpersonal Development

**** Note** Under the Fair Work Act (2009) a new anti-bullying measure has been incorporated and commenced from January 1, 2014. The amendments mean that workers who believe they are the target of workplace bullying can bypass their employer and lodge a claim directly with the Fair Work Commission (FWC) to order employers to take action against the bullying. The law also requires the FWC to deal with an employee's application within 14 days as a matter of priority. Employers will thus be required to investigate the complaint and appear before the FWC within 14 days.

Related Procedures

- Occupational Health & Safety Procedure
- Complaints Handling Procedure
- Complaints Form

Related Legislation

- Occupational Health and Safety Act 2004
- Fair Work Act (Commonwealth) 2009

Review

This document shall be reviewed within three years of the date of issue – June 2014

Principal:

Signature: