



St Gerard Majella School

Grievance Resolution Policy

PREAMBLE

Grievances, disagreements, misunderstandings or conflicts are part of everyday life. It is important that this be acknowledged and that anyone feeling aggrieved has access to a clear, comprehensive process to follow in seeking a resolution.

POLICY

The St Gerard Majella School community is committed to ensuring a harmonious, fair and just working and learning environment by ensuring community members have access to processes that allow for grievances, disputes, problems and complaints to be resolved.

VALUES

Understanding, Compassion, Justice, Respect, Tolerance, Honesty, Integrity, Fairness, Acceptance.

PRINCIPLES

- Grievances are addressed sensitively, promptly and in accordance with relevant CES policy and the principles of natural justice and procedural fairness.
- Informal and early resolution of grievances at the lowest working level is encouraged.
- The parties involved in the grievance must participate in the resolution process in good faith.
- The grievance resolution process will be conducted as expeditiously as possible and in accordance with the agreed timeframe specified within the procedures.
- Procedures will be applied fairly with integrity and flexibility and appropriate records are maintained throughout the resolution process.
- All persons are treated with respect, impartiality and provided with support throughout the process - until a grievance is investigated and a decision is made, a grievance is an allegation, not a fact.
- Persons who notify grievances are regularly informed of the progress of the matter, including the consequences of any finding that the grievance is substantiated or not substantiated.



St Gerard Majella School

Grievance Resolution Policy - continued

- All reasonable steps are taken to respect the confidentiality of all involved within the constraints of the need to fully investigate the matter and subject to any legal requirements for disclosure.
- Where the alleged actions or behaviours which constitute the grievance may amount to misconduct or serious misconduct, the matter must be reported to the Principal.
- The School may take action against vexatious or frivolous complaints.

EVALUATION

This policy is to be reviewed as part of the School's renewal cycle.

This policy was last ratified by School Board on 27 August 2014

Chair Signature