GRIEVANCE POLICY

Policy Classification

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<td><strong>Date of most recent review:</strong> February 2016</td>
<td><strong>By Whom &amp; Position:</strong> Mr R Munday Assistant Principal – Pastoral Care</td>
<td><strong>Commencement Date:</strong> February 2010</td>
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<td><strong>Policy Audience:</strong> Public Domain</td>
<td><strong>Policy Status:</strong> Current</td>
<td><strong>Policy Review Date:</strong> February 2018</td>
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**Policy Approval:**
This Policy was approved by the Senior Leadership Team in February 2016

This Policy supersedes all previous policies relating to matters herein
1.0 RATIONALE

1.1 As a registered and accredited school in NSW it is essential to ensure compliance with the Board of Studies Teaching and Educational Standards (BOSTES Registered and Accredited Individual Non-government Schools NSW Manual – October 2014, Page 33) that the school have in place and implement policies and procedures in relation to complaints and grievances, with specific reference to processes for raising and responding to matters of concern identified by students and / or parents.

1.2 As a community which nurtures positive, harmonious relationships among all its members, Oakhill College is committed to resolving grievances and complaints in a manner which reflects Gospel values and respects the dignity of the individual.

2.0 GUIDING PRINCIPLES

2.1 Grievance resolution processes will be implemented promptly, in a manner which ensures procedural fairness and which is designed to bring about reconciliation.

2.2 That the policy acknowledges the precedence of the requirements of child protection and anti-discrimination legislation in relevant matters.

2.3 In the resolution of grievances appropriate confidentiality and discretion will be maintained.

3.0 POLICY

3.1 This policy applies to grievances among all members of the College community – staff, parents, students.

3.2 Grievances are to be resolved preferably at the most immediate, personal level possible, that is directly between the individuals who are party to the grievance.

3.3 The following guidelines outline the preferred steps in resolving grievances.

3.3.1 The aggrieved person should speak to the party who is the subject of the grievance, for example if a parent has a grievance with a teacher, the parent should first seek to speak to the teacher privately; likewise, if the grievance is between two members of staff they should first seek to resolve it privately; if it is a student who has a grievance against a teacher, it would be appropriate for the student’s parents to speak on the students behalf.

3.3.2 If the grievance cannot be resolved privately or if the aggrieved person is uncomfortable acting on their own, another appropriate person (e.g. staff member, parent) should be invited to assist in presenting the grievance. The College Counsellor may be invited to act as a support person or mediator.

3.3.3 If the grievance cannot be resolved in this manner, a member of the Senior Leadership Team should be approached for their assistance and a meeting should be set up, with the member of the Senior Leadership Team acting as mediator.

3.3.4 If the grievance cannot be resolved at this level, the Principal should be informed in writing and an appropriate meeting scheduled to resolve the grievance.

3.3.5 If a grievance is against the Principal and if it cannot be resolved at the local level, the aggrieved person should contact the Chair of the College Board.
3.3.6 When a grievance or complaint is communicated initially to the Principal, in ordinary circumstances it will be referred to an appropriate member of staff (e.g. Deputy/Assistant Principal, Dean, Student Co-ordinator, Counsellor) to facilitate resolution in the spirit of the above policy and procedures.

3.4 In relation to managing complaints of discrimination, harassment or bullying, the College makes reference to its own anti-harassment and anti-bullying policies and to the policy document “Maintaining Right Relations” issued by the Catholic Education Office.

4.0 POLICY REVIEW

4.1 The Principal is to ensure that this Policy is regularly monitored and revised to ensure procedural fairness and that other requirements of the Education Act are maintained.

5.0 EXPLANATORY NOTES AND DEFINITIONS

5.1 Complaint: A grievance, expression of dissatisfaction or formal allegation.

6.0 SUPPORTING DOCUMENTS, PROCEDURES AND GUIDELINES

6.1 Child Protection Policy
6.2 Sexual Harassment Policy
6.3 Bullying and Harassment Policy
6.4 Gender Equality Policy
6.5 Oakhill College TAA Internal Appeals Process