



GENERAL GRIEVANCE & COMPLAINTS & COMPLIMENTS POLICY & PROCEDURE

St Lucy's School is an independent Catholic Special School which is part of Dominican Education Australia (DEA). St Lucy's provides for children with a wide range of disabilities.

Purpose: This document outlines the policy and procedures to be followed in the case of a complaint or grievance, or compliment by an employee or visitor or member of staff, parent or member of the public. For the purpose of this document the words "complaint" and grievance" are taken to be the same.

A Grievance is defined as resentment about the conduct of an individual, group or organisation that is seen as producing an injustice or some wrong or offence that is grounds for action by the person with the grievance.

Policy: Introduction

A professional response to suggestions, complaints and allegations promotes fairness, leads to improvements and creates confidence in the outcome.

Complaints, as well as compliments and other constructive feedback, create opportunities for an organisation to improve its services and prevent future problems.

This policy recognises that effective grievance/complaint management contributes to an improved work and learning environment for all members of the St Lucy's School community.

This policy also provides an opportunity to improve student, parent, staff, visitor and public experiences by identifying areas of strength, risk and areas for improvement

Scope: This policy applies to all members of the St Lucy's School community including:

- employees covered under the Enterprise Agreements
- parents
- students
- visitors/members of the public
- external contractors
- volunteers

JOY | COMMUNITY | COURAGE | TRUTH

ST LUCY'S SCHOOL In the Catholic Dominican tradition. A community enriched by difference; inspiring learning for a life of purpose.
21 Cleveland Street, Wahroonga NSW 2076 | Tel 02 9487 1277 | Fax 02 8889 8056 | ABN 60 085 372 863 | www.stlucys.nsw.edu.au





Please note for grievances in the workplace between staff members:

All discrimination, harassment and bullying matters – see Discrimination Harassment & Bullying Statement for Employees, Contractors & Volunteers.

Overview

Grievance management at St Lucy's School is guided by the following principles:

- Procedural Fairness
- Mutual respect for all parties
- Transparency
- Natural justice

Employees must try to prevent problems in the workplace and settle grievances. Grievances should be handled in private in a mutually calm and respectful manner between the two parties most concerned by the issue after taking time to reflect on the best approach.

If a grievance or complaint is formally raised, the School will determine the appropriate way to respond.

It should be noted that a grievance may be lodged by a witness or bystander on the basis of its impact on them. A grievance will not be accepted where it is lodged on behalf of another person.

Grievances in writing must be responded to in writing. All written responses by staff need the approval of the Principal.

All written grievances and responses and compliments must be kept and filed centrally in the Grievance & Compliments file.

St Lucy's School may choose not to act on a grievance that it views as malicious or vexatious. It may also choose to take action against the complainant of such an allegation.

Nothing in this policy in any way interferes with a person's right to take the matter to external agencies.



St Lucy's School may choose not to proceed (or continue to proceed) managing or investigating a grievance when it is also lodged with an external agency such as the Anti-Discrimination Board, Human Rights Commission, or Court.

St Lucy's School may commence applicable disciplinary and other procedures if a person to whom this policy applies breaches this policy (or any of its related procedures).

Individuals involved with grievances are required to treat matters with appropriate confidentiality and discretion.

Procedure:

Raising a complaint or grievance

Detailed below are the procedures for making a complaint:

Employees, Contractors & Volunteers

- For employees contractors and volunteers, any grievance should be directed to the person causing the grievance.
- If a grievance is not resolved satisfactorily, an appointment should be made with the Deputy Principal.
- If a resolution can still not be achieved, the Deputy Principal will refer the matter to the Principal.

Parents and Students

- All parent and student concerns should be directed to the person causing the grievance in the first instance.
- If the grievance is not resolved satisfactorily, an appointment should be made with the Deputy Principal.
- If a resolution can still not be achieved, the Deputy Principal will refer the matter to the Principal.
- If a resolution can still not be achieved the Principal will refer the matter to the chair of the Board.

Visitors, and Members of the Public

- All complaints from visitors and members of the public must be directed by staff to the Deputy Principal.
- If a resolution can still not be achieved, the Deputy Principal will refer the matter to the Principal.
- If a resolution can still not be achieved the Principal will refer the matter to the Chair of the Board.

Raising Complaints or Allegations of Adult Misconduct or Reportable Conduct:

Any person who has cause to be concerned about the conduct of a member of the St Lucy's community (especially staff) in terms of the School being a safe and supportive environment for children and young people should immediately contact either the Deputy Principal or Principal about the concern. If the concern is about the Principal then the matter should be raised directly with the Board Chair.



All such allegations or complaints will be appropriately investigated by the School or its delegate as confidentially as possible and in accordance with the school's Child Protection Policy and Procedures and the principles of natural justice, procedural fairness, mutual respect and transparency and relevant Child Protection legislation. This could include oversight or involvement by the Principal, the School Board, Office of the Children's Guardian, Ombudsman, Family and Community Services, the NSW Police service, Joint Investigations Response Team (JIRT) and/or an accredited investigator.

Records

Employees should pass on to the Executive Assistant any grievance or compliments received so that a central record can be maintained. Such a record is a helpful way of monitoring the on-going health of St Lucy's School.

Date Approved/Reviewed	August 2020
Approval Authority	School Principal
Date for Next Review	August 2023