

Grievance Resolution Policy & Procedure

Policy Code <i>POL_TAS_ADM_Grievance Policy & Procedure_v4.0</i>	Authorisation Date <i>May 2021</i>	Next Review Date <i>May 2024</i>
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Associated Documents <i>Anti-bullying Policy, Student Wellbeing & Behaviour Policy</i>		

PURPOSE

Members of staff, students, parents and guardians and the general Community who have a school related grievance must have access to a process that allows them to discuss the grievance and work towards a satisfactory outcome.

All members or stakeholders of the school need to be informed of the grievance process and understand how it operates. The grievance procedure is published on the school website to facilitate access to this policy.

SCOPE

This policy applies to staff members, students, parents and guardians and the general Community who are involved with the school (OneSchool Global TAS Ltd).

POLICY STATEMENT

The best educational outcomes can be achieved in a school where all stakeholders' relationships are operating effectively. High standards of conduct and behaviour need to be maintained by all stakeholders of the school. Issues, complaints and grievance management procedures must be in place and be effective and communicated to all stakeholders to ensure any issues, complaints or grievances that arise within and amongst stakeholders can be resolved.

ROLES & RESPONSIBILITIES

A. Administration Assistants on Campuses

The Administration assistant at each Campus can assist parents, staff, members of the community and other stakeholders to access the appropriate person to deal with their initial complaint or concern. (Please note: flow charts drawn from "Key Contacts for Parents" document have been included later in this policy as a self-help guide for parents).

B. Heads of Campuses (HoC)

HoCs will often be the first point of contact for matters of concern. They will refer grievances to the appropriate parties and inform the District Principal and/or Board.

C. Campus Administrator (CA) Team

Are representative community members who have a voluntary support role. They meet with the HOC on a weekly basis to give community guidance regarding Campus specific matters.

D. District Principal

The District Principal responds to grievances and attempts to effectively manage and resolve them.

E. Directors on the Board

Directors are the alternate point of Grievance resolution and are deferred to when grievances involve the District Principal or HoCs.

F. External Dispute Resolution

All members of the School community and staff are reminded that they are welcome to obtain external assistance with any grievance and to pursue external dispute resolution mechanisms at any point. Staff, the District Principal and Board also have direct access to the Human Resources (HR) Team.

DEFINITIONS

A. Head Office

The Head Office (previously referred to as the Central Administration Office (CAO) is the office that assists the District Principal, Administrative Team, HoCs, DoS and the Board of OneSchool Global TAS Ltd. The Executive Assistant maintains the effective connection between these parties. The Head Office has responsibility for the management of all records in relation to the school.

B. Complaint

A complaint is a problem or concern raised by staff, students, parents and guardians or the general Community who consider they have been wronged because of an action, decision or omission within the control or responsibility of the school.

The subject of a complaint is normally an action, decision or omission within the control or responsibility of the school that causes a person to feel they have been wronged.

C. Grievance

A real or imagined wrong or other cause for complaint or protest, especially perceived unfair treatment.

An official statement of a complaint over something believed to be wrong or unfair.

PRINCIPLES

The following procedures are designed to assist in the resolution of staff, student, parent and carers and Community member's grievances. When you make a time to speak with someone about a grievance, it is a good idea to inform them in advance of the issue so that they are better able to provide information at the time of your meeting. If at any stage of these procedures you would like to have another person present, please arrange this when you negotiate your meeting time.

PROCEDURES

A. Initial actions where an issue arises

In the first instance, the School requests that there is an attempt to informally resolve the issue. If this is unsatisfactory or does not result in a resolution of the matter, the School's internal formal complaints handling procedure will be followed. The process of this grievance procedure is confidential and any complaints are a matter between the parties concerned and those directly involved in the complaints handling process.

B. Responding to the grievance

Once the grievance has been received, the school will respond within 3 days, with the aim to reach a resolution within 7 days.

C. Documentation

The School will encourage all persons involved to document each step of the grievance procedure. This would include all contact with staff members, students, parents and guardians and the general community member and any other involved parties and the resolution plan.

Records kept of all discussions and meetings will be kept on the school files and retained for 2 years (if student/parent related, it will be recorded in Sentral under that student/parent; if staff member or community member, it will be kept with the HR records indefinitely).

D. Resolution Plan

A plan of action will be developed to resolve the grievance in a timely manner. Mediation may be offered at any time during the process if this is seen as a possible way to reach a satisfactory conclusion.

E. Further steps if the issue is not resolved

If the resolution plan isn't successful there will be further discussion with the person who lodged the grievance and any other involved parties until the matter reaches a satisfactory resolution, as per the steps in the procedure and flowchart.

It may be the case that an outside mediator/independent person will need to be appointed to assist resolution of the issue through mutually acceptable conciliation procedures. This is the final step of the procedure.

F. Further steps after this process

After giving due consideration to the grievance the independent person may do one or more of the following:

- Refer the complaint back to the Campus Administrator or District Principal or to a nominee, with
- Advice for resolution; or
- Initiate an investigation into the matter; or
- Seek to resolve the matter directly;

Any determination made by the independent person about the grievance will be considered to be final.

Outcomes could include:

- The complainant gaining a better understanding of the situation and no longer being aggrieved;
- The complainant receiving a verbal or written apology;
- The respondent receiving a verbal or written reprimand;
- One of both parties agreeing to participate in some form of counselling; and
- Disciplinary action where a School policy has been found to have been breached, and/or where misconduct/serious misconduct or unsatisfactory performance has occurred.

G. Flowcharts

The flowcharts and guidance on the following pages are provided to assist key stakeholders in accessing the most helpful pathway for a resolution of any grievance in regard to the School.

They can be provided as 'stand-alone' documents so that relevant stakeholders can be directed to a procedure and flowchart without the necessity of reading the full policy if they so desire.

Hence, they do repeat the procedure as outlined on the previous pages.

1. Parent & Community Grievance Procedure
2. Student Grievance Procedure
3. Staff Member Grievance Procedure

PARENT & COMMUNITY MEMBER GRIEVANCE PROCEDURE

Parents and community members who have a school related grievance must have access to a process that allows them to discuss the grievance and work towards a satisfactory outcome.

The grievance procedure for parents and community members is as follows:

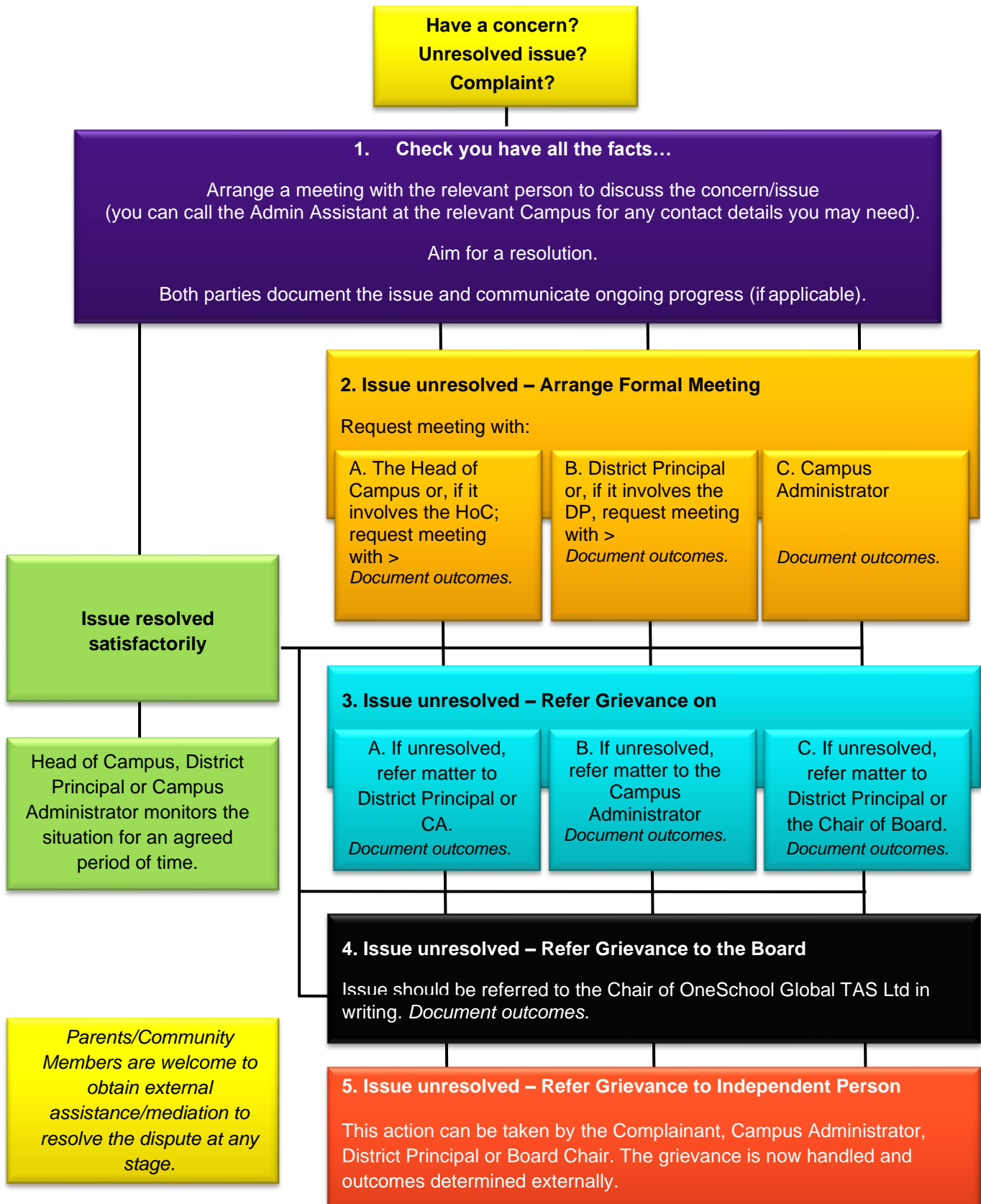
1. Before initiating the grievance procedures, complainants are encouraged to try to resolve any grievance directly with the person/s concerned. If this is not possible or appropriate, the complainant should proceed to Step 2 of the grievance procedures.
2. Where the complainant has been unable to resolve the grievance him/herself, the complainant should take the matter up with their Head of Campus. Where the grievance involves the Head of Campus, the parent or community member should refer the matter to the District Principal. Where the grievance involves the District Principal, the parent or community member should refer the matter to the Campus Administrator.
The Head of Campus, District Principal or Campus Administrator should address the grievance with a view to resolving it expeditiously, normally within seven days of receiving the complaint.
In any action, the Head of Campus, District Principal or Campus Administrator should ensure procedural fairness for all parties involved, including informing the respondent of the allegations made against them and providing them with an opportunity to respond.
Following resolution of the grievance, the Head of Campus, District Principal or Campus Administrator should monitor the situation for a period of time.
3. If the complainant believes the grievance has not been resolved to their satisfaction by reference to the Head of Campus, they can refer the matter back to the District Principal or Campus Administrator. If the grievance involves the District Principal, refer the matter to a Campus Administrator. The Campus Administrator or District Principal may require the complainant to put the grievance in writing. They should attempt to resolve the matter within seven days of receiving the grievance and should follow similar procedures outlined above for action.
4. If the grievance remains unresolved, it may be referred in writing to the Chair of OneSchool Global TAS Ltd. The Chair should attempt to resolve the matter within seven days of receiving the grievance and should follow similar procedures outlined above for action.
5. If the grievance remains unresolved, it may be referred in writing to an independent person by the complainant, Campus Administrator, District Principal or Chair.
6. After giving due consideration to the grievance the independent person may do one or more of the following:
 - Refer the complaint back to the Campus Administrator or District Principal or to a nominee, with
 - Advice for resolution; or
 - Initiate an investigation into the matter; or
 - Seek to resolve the matter directly;

Any determination made by the independent person about the grievance will be considered to be final.

Outcomes could include:

- The complainant gaining a better understanding of the situation and no longer being aggrieved;
- The complainant receiving a verbal or written apology;
- The respondent receiving a verbal or written reprimand;
- One of both parties agreeing to participate in some form of counselling; and
- Disciplinary action where a School policy has been found to have been breached, and/or where misconduct/serious misconduct or unsatisfactory performance has occurred.

Flow Chart of Parent & Community Member Grievance Resolution Procedure



STUDENT GRIEVANCE PROCEDURE

Students who have a school related grievance must have access to a process that allows them to discuss the grievance and work towards a satisfactory outcome.

School personnel receiving a complaint from a student concerning duty of care must refer to the School's Code of Conduct Policy and must also be aware of their legal obligations as mandatory reporters of child abuse and neglect.

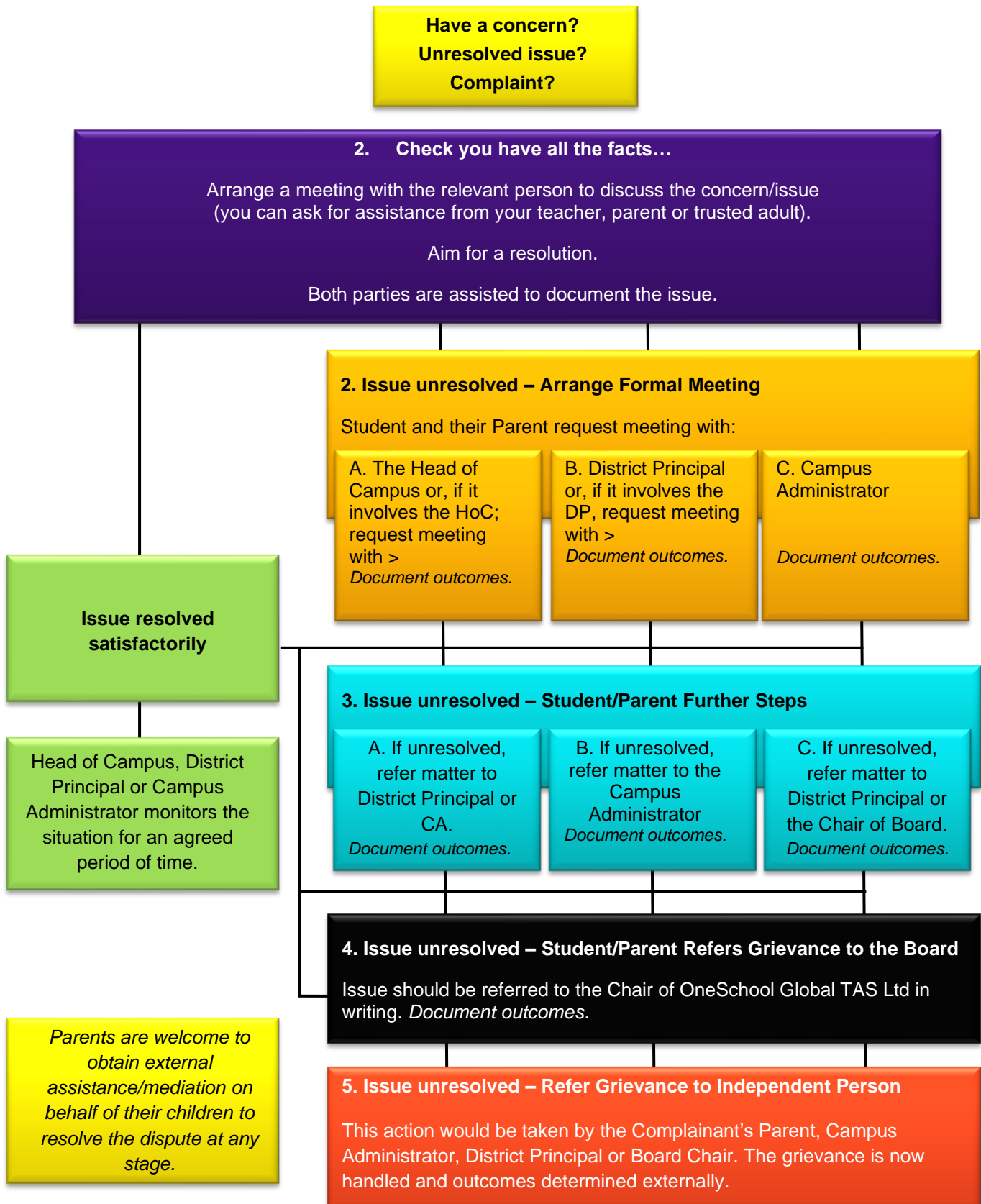
The grievance procedure for students is as follows:

1. Before initiating the grievance procedures, complainants are encouraged to try to resolve any grievance directly with the person/s concerned, with the assistance of a trusted adult. If this is not possible or appropriate, the complainant should proceed to Step 2 of the grievance procedures.
2. Where the complainant has been unable to resolve the grievance him/herself, the complainant should take the matter up with their Head of Campus. Where the grievance involves the Head of Campus, the student should refer the matter to the District Principal with the help of a parent. Where the grievance involves the District Principal, the student and their parent should refer the matter to the Campus Administrator.
The Head of Campus, District Principal or Campus Administrator should address the grievance with a view to resolving it expeditiously, normally within seven days of receiving the complaint. In any action, the Head of Campus, District Principal or Campus Administrator should ensure procedural fairness for all parties involved, including informing the respondent of the allegations made against them and providing them with an opportunity to respond.
Following resolution of the grievance, the Head of Campus, District Principal or Campus Administrator should monitor the situation for a period of time.
3. If the complainant and/or their parent believes the grievance has not been resolved to their satisfaction by reference to the Head of Campus, they can refer the matter back to the District Principal or Campus Administrator. If the grievance involves the District Principal, refer the matter to a Campus Administrator. The Campus Administrator or District Principal may require the complainant to put the grievance in writing with the assistance of a parent or teacher. They should attempt to resolve the matter within seven days of receiving the grievance and should follow similar procedures outlined above.
4. If the grievance remains unresolved, it may be referred in writing by the student's parent to the Chair of OneSchool Global TAS Ltd. The Chair should attempt to resolve the matter within seven days of receiving the grievance and should follow similar procedures outlined above for action.
5. If the grievance remains unresolved, it may be referred in writing to an independent person by the complainant's parents, a Campus Administrator, District Principal or Chair of the Board.
6. After giving due consideration to the grievance the independent person may do one or more of the following:
 - Refer the complaint back to the Campus Administrator or District Principal or to a nominee, with
 - Advice for resolution; or
 - Initiate an investigation into the matter; or
 - Seek to resolve the matter directly;

Any determination made by the independent person about the grievance will be considered to be final. Outcomes could include:

- The complainant gaining a better understanding of the situation and no longer being aggrieved;
- The complainant receiving a verbal or written apology;
- The respondent receiving a verbal or written reprimand;
- One of both parties agreeing to participate in some form of counselling; and
- Disciplinary action where a School policy has been found to have been breached, and/or where misconduct/serious misconduct or unsatisfactory performance has occurred.

Flow Chart of Student Grievance Resolution Procedure



STAFF GRIEVANCE PROCEDURE

Staff members who have a school related grievance must have access to a process that allows them to discuss the grievance and work towards a satisfactory outcome.

The grievance procedure for parents and community members is as follows:

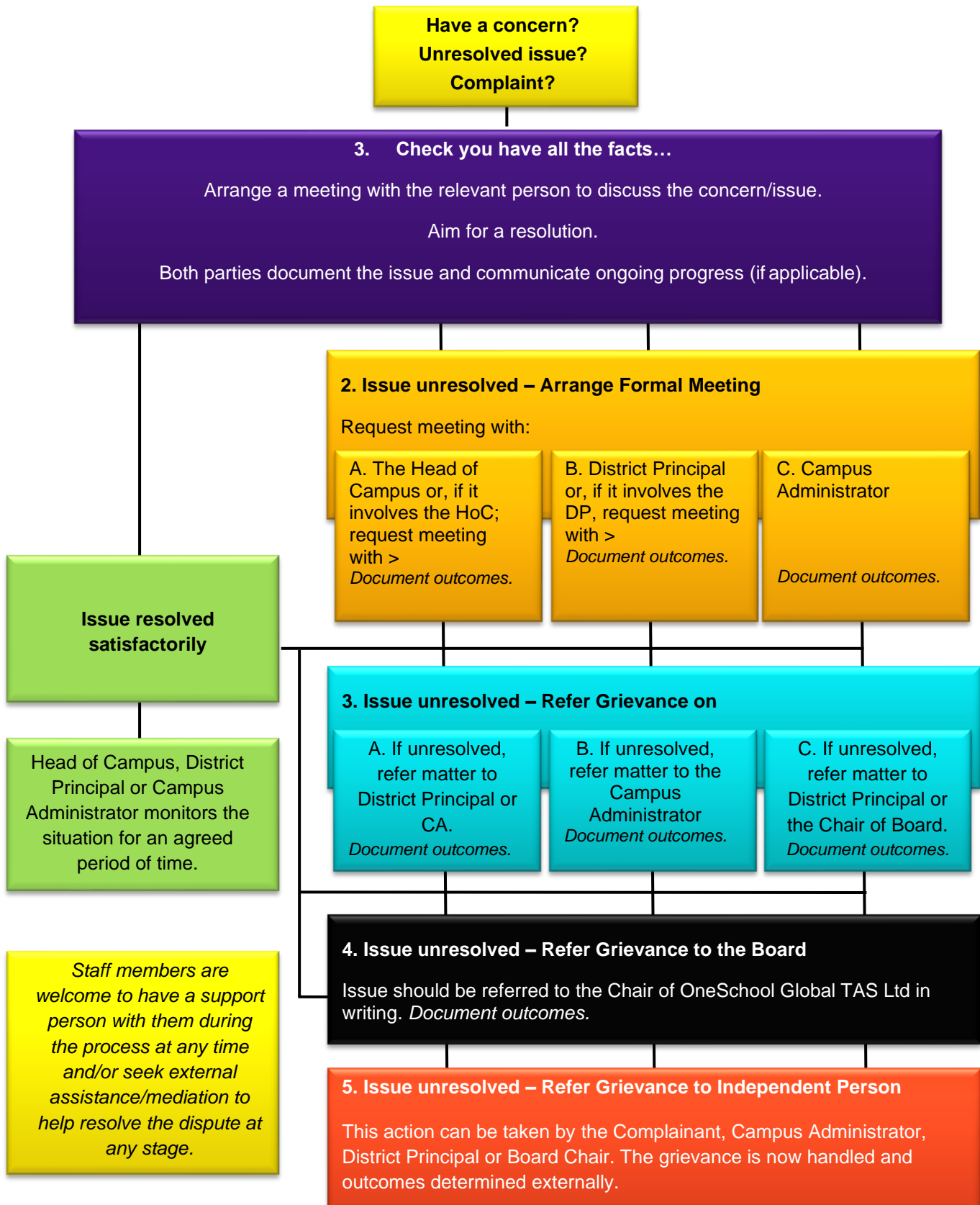
1. Before initiating the grievance procedures, complainants are encouraged to try to resolve any grievance directly with the person/s concerned. If this is not possible or appropriate, the complainant should proceed to Step 2 of the grievance procedures.
2. Where the complainant has been unable to resolve the grievance him/herself, the complainant should take the matter up with their Head of Campus. Where the grievance involves the Head of Campus, the staff member should refer the matter to the District Principal. Where the grievance involves the District Principal, the staff member should refer the matter to the Campus Administrator.
The Head of Campus, District Principal or Campus Administrator should address the grievance with a view to resolving it expeditiously, normally within seven days of receiving the complaint.
In any action, the Head of Campus, District Principal or Campus Administrator should ensure procedural fairness for all parties involved, including informing the respondent of the allegations made against them and providing them with an opportunity to respond.
Following resolution of the grievance, the Head of Campus, District Principal or Campus Administrator should monitor the situation for a period of time.
3. If the complainant believes the grievance has not been resolved to their satisfaction by reference to the Head of Campus, they can refer the matter back to the District Principal or Campus Administrator. If the grievance involves the District Principal, refer the matter to a Campus Administrator. The Campus Administrator or District Principal may require the complainant to put the grievance in writing. They should attempt to resolve the matter within seven days of receiving the grievance and should follow similar procedures outlined above for action.
4. If the grievance remains unresolved, it may be referred in writing to the Chair of OneSchool Global TAS Ltd. The Chair should attempt to resolve the matter within seven days of receiving the grievance and should follow similar procedures outlined above for action.
5. If the grievance remains unresolved, it may be referred in writing to an independent person by the complainant, Campus Administrator, District Principal or Chair.
6. After giving due consideration to the grievance the independent person may do one or more of the following:
 - Refer the complaint back to the Campus Administrator or District Principal or to a nominee, with
 - Advice for resolution; or
 - Initiate an investigation into the matter; or
 - Seek to resolve the matter directly;

Any determination made by the independent person about the grievance will be considered to be final.

Outcomes could include:

- The complainant gaining a better understanding of the situation and no longer being aggrieved;
- The complainant receiving a verbal or written apology;
- The respondent receiving a verbal or written reprimand;
- One of both parties agreeing to participate in some form of counselling; and
- Disciplinary action where a School policy has been found to have been breached, and/or where misconduct/serious misconduct or unsatisfactory performance has occurred.

Flow Chart of Staff Grievance Resolution Procedure



VERSION CONTROL

Policy Code	Date	Version No.	Nature of Change
POL_TAS_ADM_Grievance Policy & Procedure	September 2005	v1.0	Original creation
POL_TAS_ADM_Grievance Policy & Procedure	October 2005	V1.1	Minor changes
POL_TAS_ADM_Grievance Policy & Procedure	October 2016	V2.0	Major updates
POL_TAS_ADM_Grievance Policy & Procedure	February 2019	v3.0	Major updates
POL_TAS_ADM_Grievance Policy & Procedure	January 2020	v.4.0	New branding, major changes to wording and flowcharts.
POL_TAS_ADM_Grievance Policy & Procedure	January 2021	v.4.0	No changes required
POL_TAS_ADM_Grievance Policy & Procedure	May 2021	v 4.1	Minor wording change to Roles & Responsibilities (D)