

# Staff Grievance Policy and Procedure



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<b>Enquiries Contact:</b> admin.wa@au.oneschoolglobal.com	<b>Associated Documents</b> Complaints and Disputes Grievance Policy and Procedure for Parents and Students	

## 1. POLICY

All State Awards and Federal Awards require the inclusion of a Disputes Resolution Procedure. This procedure should enable all staff to have access to a way of settling disputes.

- 1.1 OneSchool Global WA is committed to providing a fair, safe and productive work environment where grievances are dealt with sensitively and expeditiously. An essential part of developing that environment is ensuring that staff members are encouraged to come forward with their grievances in the knowledge that the responsible Campus Coordinator and/or Principal will take appropriate action to address those grievances. Grievances that are not addressed have the potential to grow into major problems that can cause tension, low morale and reduced performance and productivity.
- 1.2 This policy applies to all forms of grievances including workplace bullying and harassment.
- 1.3 Grievance resolution is an integral part of a Campus Coordinator's duties. Each supervisor has a responsibility to identify, prevent and address problems in the workplace.
- 1.4 Any member of staff may lodge a grievance regarding work-related problems. However, if other procedures exist that more appropriately address that grievance, (e.g. sexual harassment or unlawful discrimination), that mechanism should be used.

## 2. FRAMEWORK

- 2.1 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.
- 2.2 Where the complainant has been unable to resolve the grievance him/herself, the complainant should take the matter up with their Campus Coordinator (CC), Head of Curriculum (HoC) or Primary Coordinator (PC). Where the grievance involves the CC, HoC or PC, the staff member should refer the matter to the Principal. Where the grievance involves the Principal, the staff member should refer the matter to the CEO.
- 2.3 The CC, HoC, PC, CEO or Principal should address the grievance with a view to resolving it expeditiously, normally within seven days of receiving the complaint.
- 2.4 Following resolution of the grievance, the CC, HoC, PC, CEO or Principal should monitor the situation for a period of time.
- 2.5 In any action, the CC, HoC, PC, CEO or Principal 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.
- 2.6 If the complainant believes the grievance has not been resolved to their satisfaction by reference to the CC, HoC, PC, CEO or Principal, they can refer the matter back to the CEO or Principal. The CEO or Principal may require the complainant to put the grievance in writing. The CEO or Principal should attempt to resolve the matter within seven days of receiving the grievance and should follow similar procedures outlined above for action.

- 2.7 If the grievance remains unresolved, it may be referred in writing to the Chair of Canning Education Inc. The Chair should attempt to resolve the matter within seven days of receiving the grievance and should follow similar procedures outlined above for action.
- 2.8 If the grievance remains unresolved, it may be referred in writing to an independent person by the complainant, CEO, Principal or Chair.
- 2.9 After giving due consideration to the grievance the independent person may do one or more of the following:
- 2.9.1 Refer the complaint back to the CEO or Principal or to a nominee, with
  - 2.9.2 Advice for resolution; or
  - 2.9.3 Initiate an investigation into the matter; or
  - 2.9.4 Seek to resolve the matter directly;

Any determination made by the independent person in accordance with Step 3 of these procedures with regard to the grievance will be final.

Outcomes could include:

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

### 3. VERSION CONTROL

Policy Code	Date	Version No.	Nature of Change
Grievance Policy and Procedure for Staff	2011	2011	Release
POL_WA_ADM_Grievance Policy and Procedure for Staff_v1.1	19/11/2019	v1.1	OSG Format
POL_WA_HR_Staff Grievance Policy & Procedures	22/02/2021	v1.2	Review, update, reformat
POL_WA_HR_Staff Grievance Policy & Procedures	04/09/2023	v1.3	Review & update