



Guidelines for Staff Complaints and Grievances

THE KOORALBYN INTERNATIONAL SCHOOL

Guidelines for Staff Complaints and Grievances

Purpose of the Policy

The purpose of this policy is to establish procedures for staff to report complaints, grievances, concerns or disputes in the workplace which they are unable to settle without assistance.

Scope

These Guidelines apply to current employees and volunteers (Workers), and covers all forms of complaints and grievances regarding workplace issues, including complaints of workplace bullying and harassment.

Modern Awards include dispute resolution procedures which cover disputes about matters under the applicable Award and in relation to the National Employment Standards (within the Fair Work Act 2009 (Cth)).

These Guidelines do not apply to decisions made to terminate a Workers employment / engagement.

Responsibility

Principal

Point of Contact

Principal

Policy

Rationale

The Kooralbyn International School is committed to providing a fair, safe and productive work environment where complaints and grievances are dealt with sensitively and expeditiously. The School will endeavour to ensure that Workers who are involved in the complainant management process are treated with dignity and respect while also being afforded procedural fairness and natural justice.

An essential part of developing and maintaining that environment is ensuring that Workers are encouraged to come forward with their complaints and grievances in the knowledge that the

responsible supervisors 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.

Grievance resolution is an integral part of the school's responsibilities and you have a critically importance role to play in that process.

Any Worker may lodge a complaint or grievance regarding work-related issues within the scope of the Complaints Policy and Procedure (Complaints Procedure) and these Guidelines.

If a complaint or grievance relates to an issue covered by a specific policy or legislative requirement, the School may address the complaint under that policy.

Child protection concerns, mandatory reporting obligations and risks of harm to children should be addressed under the law, including under child protection legislation, and the School's Child Protection Policy and Child Risk Management Strategy.

Raising a complaint or grievance

The procedure for raising a complaint / grievance is set out in detail in the Complaints Procedure.

Compliance

All Workers who witness behaviour that does not align with our Code of Conduct have an obligation to report their concerns under the Complaints Procedure and these Guidelines. Failure to do so without reasonable cause may result in disciplinary action.

Supervisors, HR Manager, General Manager and Principal

In addition to the requirements in the Complaints Procedure, Supervisors, the HR Manager, the General Manager and the Principal have a responsibility to:

- act on any complaint or grievance by a Worker;
- (for supervisors) notify the HR Manager, General Manager and/or Principal of formal grievances;
- provide support to Workers involved in grievances (including the complainant, the respondent and other involved parties);
- be truthful, courteous, cooperative and respectful in their dealings with the School and other Workers in relation to complaints and grievances;
- where appropriate obtain full details of any formal complaints or grievance;
- keep written records of informal and formal complaints and grievances and the steps taken to attempt to resolve such complaints and grievances;
- maintain confidentiality consistent with the procedures set out in the Complaints Procedure;
- participate in processes designed to address or resolve complaints or grievances;
- attempt to ensure that complainants are not victimised or treated adversely as a result of raising a grievance pursuant to this policy, and

- comply with the procedures and principles set out in the Complaints Procedure and these Guidelines.

Workers

In addition to the requirements in the Complaints Procedure, Workers have a responsibility to:

- report their concerns under the Complaints Procedure and these Guidelines regarding any behaviour that does not align with our Code of Conduct;
- be truthful, courteous, cooperative and respectful in their dealings with the School and other Workers in relation to complaints and grievances;
- proactively participate in processes designed to address or resolve complaints and grievances;
- maintain confidentiality of the complaint / grievance as set out in the Complaints Procedure;
- not raise false, frivolous or vexatious complaints or grievances, and
- not victimise or adversely treat any party or person involved in the complaint management process and / or the management of a complaint / grievance.

Procedures and Outcomes

The procedures and outcomes that may arise in managing a Worker's complaint or grievance will vary depending upon the circumstances. By way of example, procedures and outcomes could include:

- The complainant gaining a better understanding of the situation and no longer being aggrieved;
- The complainant receiving advice and guidance on how to resolve the matter themselves;
- The matter being addressed directly with the respondent;
- No action being taken (for example, in circumstances where the complaint or grievance is found to be unsubstantiated, frivolous, false or vexatious, or where the complainant decides not to progress the complaint or grievance and it is not a matter that the School is obliged to address / should address);
- One or both parties receiving a verbal or written apology;
- One or both parties receiving a verbal or written reprimand or direction;
- One or both parties agreeing to participate in some form of counselling;
- Disciplinary action (for example, where the School Code of Conduct has been found to have been breached, and/or where misconduct/serious misconduct has occurred); and / or
- Informal or formal performance management processes where unsatisfactory performance has occurred.

In addition to the mandatory reporting obligations set out in the Child Protection Policy and Child Risk Management Strategy, in the event that a complaint or grievance relates to potentially criminal conduct, the School may be required to refer the matter to the Police rather than, or in addition to, dealing with the matter under the Complaints Procedure and these Guidelines. Examples of such situations may include allegations relating to workplace violence or sexual assault.

Under the Education (Queensland College of Teachers) Act 2005 (Qld) the School must notify the Queensland College of Teachers of particular allegations and dismissals. For example:

- The School must notify the Queensland College of Teachers of an allegation of harm caused or likely to be caused to a child because of the conduct of a relevant teacher, and the School must notify the Queensland College of Teachers of the outcome of dealing with that allegation; and
- The School must notify the Queensland College of Teachers if the School dismisses a relevant teacher in circumstances that, in the opinion of the School, call into question the teacher's competency to be employed as a teacher.

Policy Release Details

Date of Policy

Reviewed- May 2023

Approved by

Principal

Signature:



Date: May 29 2023

Review Date

Annually

RELATED POLICIES AND DOCUMENTS

Complaints Policy and Procedure

Anti-Discrimination Policy

Workplace Bullying and Harassment Policy