


# GRACE LUTHERAN COLLEGE PROCEDURE

 <p style="font-size: small;">GRACE LUTHERAN COLLEGE EST. 1978</p>	<h2 style="margin: 0;">Grievance Procedure</h2>		
Procedure contact:	Principal	Procedure Number:	C.10.008

<p><b>Procedure Summary: What is this procedure?</b></p>	<p>Grace Lutheran College is a complex organisation. The College values each of its members and believes that a clear process for the resolution and monitoring of conflict, complaints and grievances is in the best interest of all.</p>
<p><b>Procedure:</b></p>	<ol style="list-style-type: none"> <li><b>1. Introduction</b> <ol style="list-style-type: none"> <li>1.1 The purpose of this document is to provide parents, students, employees and other community members with the opportunity to have a complaint dealt with formally through the most appropriate channels, speedily and flexibly.</li> <li>1.2 The objectives of these procedures are to promote the prompt resolution of grievances at the lowest level possible by consultation cooperation and discussion, and to promote efficiency, effectiveness and equity in the College.</li> <li>1.3 The process followed will be confidential and all related documentation securely stored. Any complaints are a matter between the parties directly concerned and those involved in this procedure. However, the College may be required to release confidential information under legal requirement and/or to ensure the safety or welfare of others.</li> </ol> </li> <li><b>2. Scope</b> <ol style="list-style-type: none"> <li>2.1 These procedures extend to grievances brought by a College employee, parent, student or other College community member.</li> <li>2.2 Some grievances are better handled under other policies and procedures of the College. The College has specific policies and procedures in place for issues such as child protection, workplace discrimination complaints by or against staff amongst others.</li> </ol> </li> <li><b>3. Procedure</b> <p>In the event of a grievance, any employee, parent, student or other College community member (<i>Complainant</i>) may seek resolution through following the steps below. As stated in 1.2 above, the objective, where appropriate, is to resolve the grievance at the lowest level possible.</p> <ol style="list-style-type: none"> <li><b>3.1 <u>Level 1: Informal Discussions</u></b> <p>The College recognises that often grievances are simple misunderstandings that are easily resolved via effective communication.</p> <ol style="list-style-type: none"> <li>3.1.1 If at all possible and appropriate, the parties directly involved should first seek to resolve the grievance in a</li> </ol> </li> </ol> </li> </ol>

timely manner by way of informal discussion personally and in a spirit of goodwill and commitment to the maintenance of a safe and harmonious environment.

3.1.2 If the grievance cannot be resolved satisfactorily, within a mutually acceptable time frame, or the seriousness of the matter is not suitable for resolution informally, the Complainant may process to Level 2.

3.2 **Level 2: Third Party to Assist Resolution**

At this level, the Complainant refers their grievance to a third party facilitator to help the parties to identify the disputed issues, understand the perspective of the other, develop options, promote cooperation, consider alternatives and endeavour to reach a mutual agreement the parties are prepared to abide by.

3.2.1 A Complainant may refer the grievance to a staff member's immediate supervisor who shall consult with the parties and attempt to facilitate resolution of the grievance by negotiation. However, if the supervisor is the source of the grievance, the Complainant shall refer the matter to any other member of the College senior staff, namely Head of Campus, Head of Senior School, Head of Middle School, HR/Payroll Manager or Business Manager.

3.2.2 If the grievance cannot be resolved satisfactorily at this level, within a mutually acceptable time frame or the seriousness of the matter warrants, the Complainant may proceed to Level 3.

3.3 **Level 3: Referral to Principal**

At this level, the Complainant refers their grievance, in writing, to the Principal (or Principal's delegate) for resolution. Grievances in writing may be handed in to the College Office marked 'confidential' or emailed to 'principal@glc.qld.edu.au'.

3.4 **Level 4: Referral to Chair of College Council**

However, should the grievance involve the Principal, it shall be referred to the Chair of College Council.

Reference to the Principal (or Principal's delegate) should resolve most, if not all grievances. However, if the grievance is still not resolved at this level, then the Complainant may properly refer a matter to the Chair of College Council.

Grievances in writing may be handed in to the College Office addressed to Chair of College Council and marked 'confidential' or emailed to 'chair@glc.qld.edu.au'.

The appropriate process is for the Complainant to put the complaint in writing to the Chair of College Council, with a copy provided to the Principal. In matters covered by the Grace Child Protection Policy (Child Protection Act 1999 (Qld)), follow the specified process outlined therein.

#### **4. General Guidelines**

##### **4.1 General**

- 4.1.1 Grievances should be assessed as soon as possible.
- 4.1.2 Grievances will be addressed in accordance with principles of natural justice and procedural fairness.
- 4.1.3 Investigations (where deemed appropriate) will be conducted thoroughly, with care, and with sensitivity to the privacy of individuals.

#### **5. Employees**

- 5.1 During discussions an employee can have their union representative or other support person present.
- 5.2 While the Grievance Procedure is being followed, normal work is to continue where appropriate.
- 5.3 For all parties, it is useful to make diary notes of dates and discussions.

#### **6. Parents**

During discussions an individual can have a support person present.

#### **7. Students**

- 7.1 During discussions a student can have a support person present.
- 7.2 If students take a grievance to Level 2 of the Grievance Procedure parents will be advised.

#### **8. Senior Staff and the Principal**

- 8.1 The College acknowledges that Complainants are entitled to raise a grievance in good faith.
- 8.2 A grievance/s shall be assessed and (if deemed appropriate) investigated in a thorough, fair and impartial manner.
- 8.3 A senior staff member/Principal can have a support person present during discussions.
- 8.4 If a member of Senior Staff or the Principal is unable to resolve the issue, they are to advise the Complainant to take the grievance to the next step of the process.
- 8.5 The Principal (or delegate) should advise the parties directly concerned, in writing, at Level 3 of:

- 8.5.1 The decision taken by the College;
- 8.5.2 a summary of the reasons for the decision made;
- 8.5.3 what and when follow up action, if any, is to be taken.

<b>Approval Authority</b>	Principal
<b>Date Approved – Version 1</b>	15 August 2013
<b>Date Approved – Version 2</b>	25 June 2015
<b>Date Approved – Version 3</b>	22 October 2015
<b>Date Approved – Version 4</b>	7 September 2016
<b>Date Approved – Version 5</b>	28 August 2019
<b>Date for Next Review</b>	28 August 2021
<b>Policies Superseded by this Policy</b>	Grievance Policy & Procedure for Students, Parents & Carers (A.08.009)

<b>Revisions/ Modifications</b>			
<b>Date</b>	<b>Version</b>	<b>Summary of changes</b>	<b>Updated by</b>
29.07.13	Draft #1	New Policy and Procedure	Ruth Butler, Principal, John Gerlach, Chair of College Council and Dennis Mulherin, Assistant Director of LEQ
13.08.13	Draft #2	Additions to Draft #1 including Policy Summary, references to Child Protection Policy, and the Appendix Matthew 18 and Conflict Resolution	Ruth Butler, Principal and John Gerlach, Chair of College Council
15.08.13	1	Draft #2 was approved at College Council meeting on 15/8/13, Minute No. 53.13	Approved by College Council
20.05.15	2	Minor adjustments to staff position titles; correction of numbering; updating of titles to other relevant documents; updating of communication methods.	Naree Wittwer, Assistant to the Principal - Administration  Approved by College Council on 25.06.15 – Minute No. 47.15
22.10.15	3	Replaced the Grievance Policy & Procedures for Students, Parents & Carers with a LEQ template Grievance Procedure as per Lisa Walker’s advice. Changed approval authority from College Council to the Principal.	Ruth Butler, Principal, John Gerlach, Chair of College Council and Cheryl Budd, Head of Rothwell Campus. Version 3 was adopted by College Council 22.10.15 under Resolution 88:15
15.07.16	4	Added Clause 3.4 - Level 4: Referral to Chair of College Council	Ruth Butler, Principal, and Cheryl Budd, Head of Rothwell Campus.
28.08.19	5	Added direct contact details for the Principal and the Chair of College	David Radke, Principal, John Gerlach, Chair of College

Revisions/ Modifications			
Date	Version	Summary of changes	Updated by
		Council in the procedure as recommended by the Non-State Schools Accreditation Board and Lutheran Education Queensland	Council and Gary Fulton, Deputy Chair of College Council