

SCEA

Members' Grievance Policy

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CEO	<input type="checkbox"/>	CEO	<input checked="" type="checkbox"/>	<input type="checkbox"/>
School	<input type="checkbox"/>	Executive	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		Administrators	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Access		All Staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Open	<input checked="" type="checkbox"/>	Association Members	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Restricted	<input type="checkbox"/>	School Members	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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Revision History

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Genealogy

This Policy replaces : Members Grievance Procedure_Policy_SCEA_20130822

This Policy was cancelled and superseded by: N/A or file name on dd/mm/yyyy

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Preamble

This Grievance Procedure would be expected to be used by individuals who are **Parent, or Association members** of the Swan Christian Education Association.

The Association is committed to the ongoing task of creating an organisation that operates on Christian principles. One outworking of this will be a climate in which members are encouraged to seek resolution to grievances. The biblical principles for dealing with grievances are taken from the teachings of Christ in Matthew 18:15-17. These principles involve firstly discussing your grievance with the person. If this does not resolve the issue, then secondly enlist the support of another person and try again, together, to resolve the issue. If after meeting with the person twice, and assuming the spirit of forgiveness (Matthew 18:21-22, to forgive your brother, not just 7 times but 77 times) then, thirdly you should take your complaint to the Christian elders. The elder at your school is the Principal and at SCEA the Executive Principal – CEO and then the Board.

Grievances

A grievance can range from perceptions of unfair treatment and misunderstanding through to areas such as discrimination and harassment where the Association and its schools are subject to specific legal requirements. At any level, an unresolved grievance is unhelpful to the individual or the Association.

The ideal resolution to a grievance is a quick settlement between the parties directly involved. However, it is recognised that misunderstandings can arise at any time and resolution of some grievances can prove difficult.

Everyone on becoming a member of the Association agrees in the event of a grievance to follow the Association's dispute resolution procedure, details of which follow.

Procedure

A parent unhappy with any situation in the school/college is encouraged to discuss the matter directly with the person with whom they have the grievance. If helpful, you may choose to have a friend, or a member of the school pastoral care team, support you in this first step. There is also a SCEA contact person to advise you. If this does not resolve the difficulty, you need to inform the school Principal who is responsible for the issues that arise within their schools. The Principal will seek to mediate the situation – or arbitrate a resolution.

If the Principal acts inappropriately or outside the school or SCEA policy in resolving your grievance, or is the subject of your grievance, and resolution is not obtained in the first instance, the matter should be referred to the Executive Principal - CEO, in writing, for consideration and determination. Depending on the circumstances the Executive Principal - CEO may seek to mediate the issue, or will arbitrate a resolution.

If the Executive Principal - CEO arbitrates a resolution and you believe that the Executive Principal - CEO has not followed a reasonable process, you may write to the Board asking for a review of the process followed by the Executive Principal - CEO. If the Board finds that

the process was reasonable then the arbitrated resolution of the Executive Principal - CEO will stand. If the process was flawed the Board may direct the Executive Principal - CEO to review the decision, or may arbitrate the issue themselves.

If you believe the Board has not followed a reasonable process in reviewing your dissatisfaction of the process followed by the Executive Principal - CEO, you may write to the SCEA Grievance Committee. This committee consists of independent people not involved in the issue at this stage, who will review the Executive Principal - CEO and Board's process, but not the original grievance or decision. The Grievance Committee may instruct the Board to revise its process in deciding the grievance. After this step, the decision of the Board is final and binding on all parties.

Malicious, Mischievous or Trivial Complaints

The Association reiterates its commitment to creating an organisation and environment in which staff, students and parents can operate in harmony.

The Association welcomes the opportunity to see differences resolved however, the Association may initiate disciplinary measures in circumstances where parties appear to pursue malicious, mischievous or trivial complaints and/or bring the Association or one of its Schools into disrepute. Discipline may include removal or reclassification of membership (/School/ Association). Such action will be determined by the Executive Principal - CEO in accordance with Board policy.

Arbitrator for Formal Complaints

- Principal shall determine in accordance with Association Guidelines.
- Executive Principal - CEO shall determine in accordance with Association Guidelines.
- The Board shall determine in accordance with Association Guidelines.

Contact Persons

The Association contact person is available to advise either party on procedure, but not to arbitrate or investigate allegation, is the Human Resources Manager on (08) 9274 6411 or email info@scea.wa.edu.au.

Other Contacts

External agencies such as the Human Rights and Equal Opportunities Commission exist to assist in areas such as Disability Rights, Human Rights, Racial Discrimination and Sex Discrimination.

