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| Approved:   | 31/05/2016                                |
| Reviewed:   | September 2019                            |
| Next Review | September 2022<br>or as advised by LEQ    |
| Audience:   | Staff, Parents, Carers,<br>School Council |

## **POLICY: COMPLAINTS & GRIEVANCE**

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Peace Lutheran Primary School is a complex organisation. The School 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 interests of all.

### **1. INTRODUCTION**

- 1.1 The purpose of this policy 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.
- 1.2 The objectives of these procedures are to promote the prompt resolution of grievances at the lowest possible level possible by consultation, cooperation and discussion, and to promote efficiency, effectiveness and equity in the School.
- 1.3 The process followed will be confidential and all related documentation securely stored. Any complaints are a matter between parties directly concerned and those involved in this procedure. However, the School may be required to release confidential information under legal requirement and/or to ensure the safety or welfare of others.

### **2. SCOPE**

- 2.1 Subject to 2.2, these procedures extend to grievances brought by any School employee, parent, student or other School community member.
- 2.2 Some grievances are better handled under other policies and procedures of the School. The School has specific policies and procedures in place for issues such as child protection, workplace discrimination, complaints by or against staff covered by the *Queensland Lutheran Schools Single Enterprise Agreement 2016* (as amended or replaced from time to time) amongst others.

### **3. PROCEDURE**

In the event of a grievance, any employee, parent, students or other School community member (**Complainant**) 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.

#### **3.1 LEVEL 1: INFORMAL DISCUSSIONS**

The School recognises that often grievances are simple misunderstandings that are easily resolved via effective communication.

3.1.1 If at all possible and appropriate, the parties directly involved should first seek to resolve the grievance in a 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 co-operation, 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 the Student Welfare Worker, or Business Manager who shall consult with the parties and attempt to facilitate resolution of the grievance by negotiation. However, if the above listed staff members are the source of the grievance, the Complaint shall refer the matter to another member of the Administration staff, namely the PA to the Principal/Business Manager, to facilitate the negotiation.

3.2.2 If the grievance cannot be resolved satisfactorily at this level, within a mutually acceptable time frame or the serious of the matter warrants, the Complaint 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 into the School Office marked confidential or emailed to [principal@peacegps.qld.edu.au](mailto:principal@peacegps.qld.edu.au) However, should the grievance involve the Principal, it shall be referred to the Chair of School 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 School Council. Grievances in writing may be handed into the School Office addressed to Chair of School Council and marked confidential.