

**Purpose and Overview**

ASHSS is committed to providing a work and study environment that is safe, fair and free from discrimination for all members of the School community. The School has a responsibility under State and Federal legislation to ensure staff and students are not subjected to behaviour that may constitute discrimination, harassment, vilification or victimisation.

An essential part of developing that environment is ensuring that students and parents are encouraged to come forward with their matters of concern and grievances in the knowledge that the responsible staff will take prompt and effective action to address these concerns. Grievances that are not addressed have the potential to grow into major problems that can cause tension, low morale and reduced learning and academic achievement.

**Scope**

This Policy and Procedure applies to all enrolled students and covers all student/parent and staff grievances including discrimination and harassment. A grievance may involve unlawful discrimination if it contains allegations of unfair and inequitable treatment on the basis of a person's race, ethnic and ethno-religious origin or nationality; sex or sexual preference; age; disability; religious, or political affiliation. Unlawful harassment is unwelcome and offensive or intimidating behaviour, comments or images based on any of these grounds is unacceptable at ASHSS. The grievance may be against another ASHSS student/s or staff member/s. In certain circumstances, these Procedures may be used to deal with a complaint against a person who is not an ASHSS employee or student but who is involved in a school related activity.

The grievance Procedure is intended to be provided to the staff of the school in order to provide a mechanism for resolving disputes and/or grievances about matters at work. The Procedure document specifies a process to be applied to such grievances when raised with the school and also makes clear that the school will decide the most appropriate method of dealing with the matter on a case by case basis. These Procedures also cover the use of the School computing and telephone facilities (including voicemail, email and the Internet).

**Policy Principles**

- Grievances should be treated seriously and sensitively, having due regard to procedural fairness, confidentiality and privacy. Requirements relating to confidentiality and privacy extend to the use and storage of any information and records related to a grievance.
- Grievances should be handled quickly and as close as possible to their source. This may be modified by the nature of the grievance and the student's wishes. Students and staff should raise concerns as early as possible after the incident/s occurred.
- Wherever possible, grievances should be resolved by a process of discussion, cooperation and conciliation. The aim is to reach an acceptable outcome that minimises any potential detriment to ongoing relationships.
- Both the person raising the grievance (the complainant) and the person against whom the grievance is made (the respondent) will receive appropriate information, support and assistance in resolving the grievance.
- No person should be victimised because they raise a complaint or are associated with a grievance.
- Students or staff should not instigate grievances that are frivolous or malicious. All students and staff are expected to participate in the grievance resolution process in good faith.

**Procedure**

APPROVED BY

EFFECTIVE DATE

REVIEW DATE

School Board

March 2021

March 2022

1. Introduction

ASHSS recognises that students, staff members or parents may have grievances about matters at school, including about:

- work relationships;
- student/teacher relationships; and
- decisions made by other staff members which impact on student or other staff members' work.

2. Who does this grievance procedure apply to?

This grievance procedure applies to all students, parents, staff, volunteers and contractors across the School and applies to general grievances.

If you have a grievance about unlawful discrimination, harassment or bullying please see the ASHSS Anti-discrimination, Harassment and Bullying Policy and Statement.

3. How should a grievance be raised?

If you have a grievance, you should, if it is appropriate, try in the first instance to address the grievance directly with the person involved.

If you have a grievance that cannot be resolved directly with the person involved you should:

- a) In the first instance, raise it with the Principal or their nominee; or
- b) if it is not appropriate that it be raised with Principal or their nominee, raise your grievance with the Chairperson of the School Board;
- c) If you have any queries about using this grievance process, you should contact the Principal or their nominee for advice.

4. What will the School do if a grievance is raised?

The School will determine the most appropriate method of dealing with the grievance. This could include (among other things):

- a) requesting further information from you;
- b) requesting information from other co-workers or third parties;
- c) meeting with you or others involved in the grievance;
- d) reviewing and responding to the grievance or arranging for an appropriate person to review and respond to the grievance; or
- e) facilitating a meeting between you and the person(s) that the grievance is about.

On receipt of a grievance the School will generally take the following steps:

- a) determine the best method of handling the grievance;
- b) advise you of the likely steps that will be undertaken by the School in relation to the grievance;
- c) advise the person(s) that the grievance is about of the nature of the grievance and seek their response;
- d) collect any additional information the School considers necessary to properly review the grievance; and
- e) advise both you and the person(s) that the grievance is about, of the School's response to the grievance and if appropriate, any proposed action to be taken.

However, there may be circumstances in which some of the steps outlined above are not appropriate and the School will determine, in its absolute discretion, on a case-by-case basis the most appropriate method of handling the grievance.

A staff member who raises a grievance and the person(s) that the grievance is about may elect to have an appropriate support person present at any meeting with representatives of the School about the grievance. However, depending on the nature of the grievance it may not be appropriate for the support person to be a work colleague.

5. General

This grievance procedure is not a term of any contract, including any contract of employment. This grievance procedure may be varied from time to time.

**Related Policies, Procedures, Forms, Guidelines etc.**

- ASHSS Anti Discrimination, Harassment and Bullying Policy and Statement
- ASHSS Communication Policy and Procedure
- ASHSS Code of Conduct for Staff
- ASHSS Code of Conduct for Students
- ASHSS Code of Conduct for Parents, Guardians and School Community
- ASHSS A Safe and Supportive Environment Policy
- ASHSS Student Wellbeing, Pastoral Care and Leadership Policy

**Related Acts and Regulations**

- Education Act 2013
- Children and Young Persons (Care and Protection) Act 1998

**Evaluation and Review**

This policy will be reviewed annually.

**Ratification**

This policy was ratified by the SHASE Board on \_\_\_\_\_.

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Chairperson