



## Staff

GUIDELINE TITLE	<b>Grievance Procedure for Staff</b>
DOCUMENT ID	2.01
APPLICABLE TO	All College Staff
DOCUMENT OWNER	College Principal
APPROVAL DATE	
APPROVED BY	College Board
LAST REVIEW DATE	November 2017
NEXT REVIEW DATE	November 2020
RELATED DOCUMENTS	

### Purpose

Margaret Jurd College (the College) is a Ministry of the Uniting Church in Australia. A registered non-government secondary special school established to support disadvantaged young people who have complex needs due to the following:

- Mental health/behavioural disorder at a level that is recognised as a disability in accordance with the Department of Education and Training criteria.
- Complex trauma history
- Autism

Margaret Jurd College is dedicated to providing students with a supportive alternative to mainstream schooling. We embrace young people who want to complete secondary schooling that live with mental health conditions that can be seen as challenging behaviours.

## Policy

Margaret Jurd College is committed to maintaining a workplace that encourages collaboration, trust, cooperation and communication, and where all behaviours are consistent with the College's ethical framework. It is recognised, however, that on occasions inappropriate behaviours may occur and that a complaints and grievance process is required to resolve complaints or concerns. This policy aims to ensure that complaints and grievances are handled and resolved in an appropriate, fair, transparent and timely manner, in accordance with the Margaret Jurd College ethical framework and the principles of natural justice.

### **This grievance procedure aims to be:**

- **Confidential** - only those people directly involved in the making or investigating or the subject of a grievance will have access to information concerning the grievance. They in turn must keep the matter confidential.
- **Impartial** - the role of management is neither to believe nor disbelieve any party to a grievance. Management's function is to listen to both sides of a grievance.
- **Fast** - management will try to resolve most grievances as soon as possible after lodgment.

## Implementation Steps

### **Step 1: Do you have a grievance?**

A grievance is any type of problem, concern or complaint you may have concerning a work colleague or your work environment. Your grievance may be about any act, omission, situation or decision that you think is unfair, discriminatory or unjustified.

If you have a grievance, go to Step 2.

### **Step 2: Try to speak to the person involved**

If you can, tell the person who is causing the grievance that their behaviour is not acceptable to you and/or offensive. Even though your work colleagues often do not mean to do things that cause offence, this does not mean that such behaviour is acceptable in our workplace. As such, management encourages you to raise your concerns sooner rather than later. Remember, by speaking with the person concerned you give them the chance to stop or explain or change what they are doing.

If you do not feel comfortable speaking with the person concerned directly or if you find that the personal approach has not worked then go to Step 3.

### **Step 3: Speak to the Principal**

The Principal of the College is responsible and in charge of your immediate work environment and is there to help. Grievances put to the Principal will be treated in confidence. Moreover, you will not be discriminated against or victimized for bringing a grievance to his/her attention.

The Principal will ascertain whether the grievance in the form of a complaint against a work colleague might require formal counselling or disciplinary action. The Principal will give instruction in these instances.

**The Principal will:**

- confidentially interview you;
- confidentially interview the other person(s) concerned;
- conduct a thorough investigation into your grievance;
- Attempt to resolve your grievance or if appropriate commence disciplinary procedures.
- The entire process is minuted with all parties involved signing off on the minutes as an accurate record of events. A copy of the minutes is placed in each person's personnel file.

**However, if:**

you do not feel comfortable speaking with your Principal on a one to one basis or your grievance concerns the Principal, then go to Step 4.

**Step 4: Contact Margaret Jurd College Board of Directors and ask to lodge your grievance with the College Grievance Committee.**

Grievances put to the College Grievance Committee are to be writing and marked confidential. All grievances are taken seriously and treated on a confidential basis. **Grievances should be marked as confidential and addressed as follows:**

**Margaret Jurd College Grievance Committee  
272 Sandgate Road  
Shortland NSW 2307**