

Grievance Procedure for Staff

Creating Positive Futures Together



Grievance Procedure for Staff

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Grievance Procedure for Staff



Context

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.

Purpose

The College recognises that staff members may have grievances about matters at work, including:

- work relationships; and
- decisions made by other staff members which impact on their work.

The procedures outlined in this policy aim to achieve consistent treatment in the handling of personal grievances in the workplace and provide a procedure to follow in the event a personal grievance arises. A grievance is any type of problem, concern or complaint related to an employee's work or the work environment.

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.

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- **Fast and Thorough**

Management will try to resolve most grievances as soon as possible after lodgment.

Policy

Margaret Jurd College will establish mechanisms to promote efficient resolution of workplace issues. Employees, contractors and volunteers should feel comfortable discussing issues with their Principal or supervisor in accordance with the procedures outlined below.

All formal avenues for handling of grievances will be fully documented and the employee/contractor/volunteer's wishes will be taken into account in determining the appropriate steps and actions. No employee will be intimidated or unfairly treated in any respect if they utilise this policy to resolve an issue.

This policy applies to permanent and part-time paid employees, College contractors and to volunteer workers.

Who does this grievance procedure apply to?

This grievance procedure applies to all employees and contractors across the College and applies to general grievances. If you have a grievance about unlawful discrimination, harassment or bullying please see the Anti-Discrimination Policy.

Procedure

1. Initial Implementation - 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, follow the procedure outlined below.

2. 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, in the first instance, raise it with your direct Coordinator. Your direct Coordinator may decide to:

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- a) Request further information from you.
- b) Request information from other co-workers or third parties.
- c) Meet with you or others involved in the grievance.
- d) Review and respond to the grievance or arrange for an appropriate person to review and respond to the grievance; or
- e) Facilitate a meeting between you and the person(s) that the grievance is about.
- f) Determine the best method of handling the grievance.
- g) Advise you of the likely steps that will be undertaken by the College in relation to the grievance.
- h) Advise the person(s) that the grievance is about of the nature of the grievance and seek their response.
- i) Collect any additional information the College considers necessary to properly review the grievance.
- j) Advise both you and the person(s) that the grievance is about of the College's response to the grievance and if appropriate, any proposed action to be taken.
- k) Engage in a mediation with the person against whom the grievance has been raised.
- l) Inform the Campus Coordinator.

Who	What	When
All staff	Identify if they have a grievance in accordance with section 1 of this procedure.	If it is felt that a grievance exists.
A staff member who has a grievance	Raise the grievance directly with the person concerned.	If it is appropriate.
A staff member who has a grievance	Raise the grievance with their Coordinator.	If it is not appropriate to bring it up directly to the person concerned in the grievance.
Wellbeing Coordinator or Teaching and Learning Coordinator	Investigate why the concern is unable to be dealt with directly between the two staff members with a grievance.	If a grievance is brought to their attention.

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Wellbeing Coordinator or Teaching and Learning Coordinator	Undertake one or more of the actions in section 2 (a-l) of this procedure.	If they have a grievance raised with them and deem it inappropriate that the grievance be dealt with by the two staff members involved.
Wellbeing Coordinator or Teaching and Learning Coordinator	Inform the Campus Coordinator.	If deemed necessary.
Wellbeing Coordinator or Teaching and Learning Coordinator	Inform the Principal.	If it is not appropriate to inform the Campus Coordinator.
Staff member with a grievance	Inform the Campus Coordinator.	If it is not appropriate to raise the grievance with your direct Coordinator.

3) If it is not appropriate that it be raised with your direct Coordinator, or if your grievance is with your direct Coordinator then raise your grievance with the Campus Coordinator. The Campus Coordinator will, in consultation with you decide to:

- a) Request further information from you.
- b) Request information from other co-workers or third parties.
- c) Meet with you or others involved in the grievance.
- d) Review and respond to the grievance or arrange for an appropriate person to review and respond to the grievance; or
- e) Facilitate a meeting between you and the person(s) that the grievance is about.
- f) Determine the best method of handling the grievance.
- g) Advise you of the likely steps that will be undertaken by the College in relation to the grievance.
- h) Advise the person(s) that the grievance is about of the nature of the grievance and seek their response.
- i) Collect any additional information the College considers necessary to properly review the grievance.
- j) Advise both you and the person(s) that the grievance is about of the College's response to the grievance and if appropriate, any proposed action to be taken.

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- k) Engage in a mediation with the person against whom the grievance has been raised.
- l) Inform the Principal.

Who	What	When
Campus Coordinator	In consultation with the Coordinators and the staff member with a grievance investigate if the matter raised would be best dealt with by the direct Coordinator or the two staff members involved.	If a grievance is raised with them.
Campus Coordinator	In consultation with the staff member with a grievance decide on the best source of action as listed in section 3 (a-l) of this document.	If a grievance is raised with them.
Campus Coordinator	Raise the grievance with the Principal.	If deemed appropriate

4) If it is not appropriate that it be raised with your Campus Coordinator, or if your grievance is with the Campus Coordinator then raise your grievance with the Principal. The Principal will, in consultation with you decide to:

- a) Request further information from you.
- b) Request information from other co-workers or third parties.
- c) Meet with you or others involved in the grievance.
- d) Review and respond to the grievance or arranging for an appropriate person to review and respond to the grievance; or
- e) Facilitate a meeting between you and the person(s) that the grievance is about.
- f) Determine the best method of handling the grievance.
- g) Advise you of the likely steps that will be undertaken by the College in relation to the grievance.
- h) Advise the person(s) that the grievance is about of the nature of the grievance and seek their response.

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- i) Collect any additional information the College considers necessary to properly review the grievance.
- j) Advise both you and the person(s) that the grievance is about of the College's response to the grievance and if appropriate, any proposed action to be taken.
- k) Engage in a mediation with the person against whom the grievance has been raised.

If you do not wish to speak with the Principal in person then you may place your concerns in writing, label them as confidential and address them to:

**The Principal
272 Sandgate Road
Shortland NSW 2307**

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

Who	What	When
Staff member with a grievance	Inform the Principal (this can also be done in writing in accordance with the information above).	In consultation with steps 1-3 of this procedural statement.
Principal	In consultation with the staff member and the College Executive team (if appropriate) decide on a course of action as listed in section 4 (a-l).	If a grievance is presented to the Principal.
Principal	Escalate the grievance to the College Grievance Committee.	Should the matter not be resolved once the Principal has been engaged.
Staff member with a grievance	Inform the College Grievance Committee (in writing) of the grievance in accordance with the instructions in this document.	If the grievance directly concerns the Principal or if the issue is not resolved to the satisfaction of the staff member and the College once the Principal has had a grievance brought to their attention.

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Principal	Advise any participants in a grievance that they have access to a support person should they require it.	If the situation warrants it.
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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 College 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.

If your grievance is with the Principal then you may decide to raise your grievance with the Chairperson of the College Board and the College Grievance Committee.

In order to do this please place your concerns in writing, label them as confidential and address them to:

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

If you have any queries about using this grievance process, you should contact your direct Coordinator, Campus Coordinator, Principal or this policy for advice.

