



# Grievance, Conflict and Complaint Resolution Policy

<b>Policy number</b>	HR6	Version 2.0
<b>Coverage</b>	Staff, Contractors and Other People at the School (including parents and visitors)	
<b>Start Date</b>	January 2017	
<b>Author</b>	HR Coordinator	
<b>Approved by</b>	Board	
<b>Date of review</b>	August 2019	
<b>Expiry date</b>	August 2022	

## 1 PURPOSE

The aims of this Policy are as far as is reasonably practicable to:

- (a) recognise the School's commitment to providing a fair and supportive working environment for all Staff and Contractors, and a safe workplace for all Staff, Contractors and Other People at the School;
- (b) provide a flexible approach for Grievance, Conflict and Complaint resolution which considers the individual circumstances;
- (c) recognise that Grievances, Conflicts and/or Complaints are best dealt with at the lowest level, as soon as is practicable and without unnecessary formality to prevent unnecessary escalation and to promote fairness all round for all parties;
- (d) encourage a 'speak up' and accountability culture (i.e. where participants speak up with a view to having genuine conversations to create/maintain effective ongoing working relationships);
- (e) avoid 'call out' and victim culture (i.e. where participants call out all behaviour which they do not consider meets their subjective tolerance levels or the perceived tolerance levels of others assuming bad intent, demanding a disproportionate

response with an emphasis on punishment rather than resolution); and

- (f) provide a reference and framework for the resolution of issues.

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## **2 COVERAGE**

- (a) This Policy covers and applies to Staff, Contractors, Other People at the School and the Board regarding Grievances, Conflicts and/or Complaints in relation to:
  - (i) behaviour at the School;
  - (ii) the performance of work for or in connection with the School; and
  - (iii) conduct outside the School or working hours if the acts or omissions:
    - (A) are likely to cause serious damage to the relationship between the School and Staff, Contractors or Other Persons at the School; or
    - (B) are incompatible with a Staff, Contractor or Other Person at the School's duty to the School; or
    - (C) damage or is likely to damage the School's interests or reputation.
- (b) The School is committed to a harmonious and diverse workplace but understands that conflict will arise from time to time. The School encourages a culture whereby people are encouraged to speak up in order to work together to genuinely resolve Grievances, Conflicts and Complaints and move on from conflict to continue to work together effectively.
- (c) This Policy does not cover or apply to Grievances, Conflicts and/or Complaints that are covered by a specific policy, procedure or process including a dispute settlement procedure under an applicable Industrial Instrument.

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## **3 ROLE RESPONSIBILITIES**

### **3.1 What are the Relevant Manager's responsibilities?**

Relevant Managers are responsible for:

- (a) ensuring appropriate management of Grievances, Conflicts and/or Complaints under the Grievance, Conflict and Complaint Resolution Procedure;
- (b) making appropriate records relating to Grievances, Conflicts and/or Complaints;
- (c) taking reasonable steps to ensure Staff, Contractors and Other People at the School are not victimised or subjected to other behaviour in breach of a policy or

procedure because they have made, are a respondent to or are otherwise involved in a Grievance, Conflict or Complaint legitimately raised;

- (d) making reasonable resources available to assist Staff, Contractors and Other People at the School in relation to raising or responding to and resolving Grievances, Conflicts and/or Complaints; and
- (e) advising Staff of reasonable internal and external support to raise or respond to and resolve Grievances, Conflicts and/or Complaints.

### **3.2 What are the Staff, Contractor and Other People at the School's responsibilities?**

Staff, Contractors and Other People at the School are responsible for:

- (a) their own behaviours, including reasonably raising, responding to and resolving Grievances, Conflicts and/or Complaints;
- (b) raising or responding to Grievances, Conflicts and/or Complaints to be dealt with or participating in any process under the Grievance, Conflict and Complaint Resolution Procedure as amended from time to time in good faith, and not vexatiously, falsely, frivolously, or without reasonable grounds;
- (c) genuinely attempting to overcome Grievances, Conflicts and/or Complaints by proposing or accepting reasonable remedial action to resolve any or all of these aspects (for example, by providing or accepting genuine and timely apologies or providing reasonable commitments to change behaviours in the future);
- (d) participating appropriately in Grievance, Conflict and Complaint resolution processes under the Grievance, Conflict and Complaint Resolution Procedure as amended from time to time; and
- (e) identifying appropriate support, training or experience and opportunities to raise or respond to and resolve Grievances, Conflicts and/or Complaints.

### **3.3 What are the Board's responsibilities?**

The Board will be responsible, if a Grievance, Conflict and/or Complaint is raised about the Principal, for responding to the Grievance in accordance with the Grievance Resolution Procedure.

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## **4 INTERPRETATION AND APPLICATION**

This Policy must be read in conjunction with the *Application of Workplace Policies and Procedures* which provides the meaning of defined (capitalised) terms and sets out how this Policy is to be applied.