

# Grievance Policy

Purpose:	<p>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.</p> <p>The objectives of these procedures are to promote the prompt resolution of grievances at the lowest level possible by consultation, cooperation and discussion, and to promote efficiency, effectiveness and equity in Good News Lutheran School community.</p> <p>The process followed will be confidential and all related documentation securely stored. Any complaints are a matter between the parties directly concerned and those involved in this procedure. However, Good News Lutheran School may be required to release confidential information under legal requirement and/or to ensure the safety or welfare of others.</p>	
Scope:	<p>1.1 Subject to 1.2, these procedures extend to grievances brought by any Good News Lutheran School parent, student, employee or other Good News Lutheran School community members.</p> <p>1.2 Some grievances are better handled under other policies and procedures of Good News Lutheran School. Good News Lutheran School has specific policies and procedures in place for issues such as child protection, workplace discrimination, complaints by or against staff covered by the <i>Queensland Lutheran Schools Single Enterprise Agreement 2020</i> (as amended or replaced from time to time) amongst others.</p>	
References:	<ul style="list-style-type: none"> <li>• Anti-Harassment Policy</li> <li>• Relational Management Policy</li> </ul>	
Supersedes:	August 2019	
Authorised by:	School Council	Date of Authorisation: May 2022
Review Date:	Every 3 Years, as appropriate, to take account of new laws and technology, changes to the school's operations and practices and to make sure it remains appropriate to the changing environment.	Next Review Date: May 2025
Policy Owner:	School Council	

The Principal is the first point of contact with regard to compliance or clarification with regard to this policy.

Good News Lutheran School is a complex organisation. Good News Lutheran 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. PROCEDURE**

In the event of a grievance, any employee, parent, student or other Good News Lutheran 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.

### **1.1 LEVEL 1: INFORMAL DISCUSSIONS**

Good News Lutheran School recognises that often grievances are simple misunderstandings that are easily resolved via effective communication.

- 1.1.1 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.
- 1.1.2 If the grievance can not 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.

### **1.2 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 that the parties are prepared to abide by.

- 1.2.1 A Complainant may refer the grievance to a staff member's immediate supervisor who shall consult with the parties and attempt to facilitate resolution of the grievance by negotiation. However, if the supervisor is the source of the grievance, the Complainant shall refer the matter to any other member of Good News Lutheran School Senior Staff, namely the Deputy Principal (teaching staff) or the Business Manager (non-teaching staff) to facilitate the negotiation.
- 1.2.2 If the grievance cannot be resolved satisfactorily at this level, within a mutually acceptable time frame or the seriousness of the matter warrants, the Complainant may proceed to Level 3.

### **1.3 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@gnls.qld.edu.au](mailto:principal@gnls.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 the Chair of School Council and marked confidential or emailed to [schoolcouncilchair@gnls.qld.edu.au](mailto:schoolcouncilchair@gnls.qld.edu.au).

## **2. GENERAL GUIDELINES**

### **2.1 GENERAL**

- 2.1.1 Grievances should be assessed as soon as possible.
- 2.1.2 Grievances will be addressed in accordance with principles of natural justice and procedural fairness.
- 2.1.3 Investigations (where deemed appropriate) will be conducted thoroughly, with care, and with sensitivity to the privacy of individuals.

## **3. EMPLOYEES**

- 3.1 During discussions an employee can have their union representative or other support person present.
- 3.2 While the Grievance Procedure is being followed, normal work is to continue where appropriate.
- 3.3 For all parties, it is useful to make diary notes of dates and discussions.

## **4. PARENTS**

- 4.1 During discussions an individual can have a support person present.

## **5. STUDENTS**

- 5.1 During discussions a student can have a support person present.
- 5.2 If students take a grievance to Level 2 of the Grievance Procedure, parents may be advised.

## **6. SENIOR STAFF AND THE PRINCIPAL**

- 6.1 Good News Lutheran School acknowledges that Complainants are entitled to raise a grievance in good faith.
- 6.2 A grievance/s shall be assessed and (if deemed appropriate) investigated in a thorough, fair and impartial manner.
- 6.3 A senior staff member/ Principal can have a support person present during discussions.
- 6.4 The Principal/Council Chair (or delegate) should advise the parties directly concerned, in writing, at Level 3 of:
  - 6.4.1 The decision taken by Good News Lutheran School;
  - 6.4.2 A summary of the reasons for the decision made;
  - 6.4.3 What and when follow up action, if any, is to be taken.
- 6.5 If a member of Senior Staff or the Principal is unable to resolve the issue, they are to advise the Complainant to take the grievance to the next step of the process.