



St Columba Anglican School Grievance Policy for the Community and Public

Grievance Resolution Procedure: If you have a grievance you are entitled to use the following processes to have it resolved. The best way of resolving a grievance will depend on the circumstances. However, you are encouraged to act promptly once a grievance situation arises. This avoids unnecessary escalation of the problem. There are a number of options open to you and you should choose the option with which you are most comfortable.

Option 1: Speak to the member of staff person

You may speak directly with the relevant person/s if you feel comfortable doing so. Sometimes speaking to the person involved, or writing to them can resolve the situation. You should indicate the substance of your grievance and advise them that if the matter cannot be resolved you may lodge a formal grievance with his/her line manager.

Option 2: Lodge a Grievance with the Line Manager

You may lodge a grievance with the line manager of the person with whom you have a grievance if you are unable to resolve in through reasonable contact. At this stage the issues should be forwarded in writing to allow the person to have the context of your grievance. You should clearly set out the substance of your grievance, including times and dates of relevant incidents. If you do not feel comfortable with a written complaint, you can raise this with your manager in a face-to-face meeting.

Option 3: Head of School or Deputy Principal

If you are not comfortable raising the matter with the individual concerned or their line manager, or you have done so and are not satisfied with the response, you may lodge your grievance with the Head of School or Deputy Principal. Once again it would be helpful if this complaint is put in writing. You should clearly set out the substance of your grievance, including times and dates of relevant incidents. If you do not feel comfortable with a written complaint, you may request a face-to-face meeting with the Head of School or Deputy Principal .

Option 4: Principal

If you have followed the above steps and are not satisfied with the response, you may lodge your grievance directly with the Principal. Once again it would be helpful if this complaint is put in writing. You should clearly set out the substance of your grievance, including times and dates of relevant incidents. If you do not feel comfortable with a written complaint, you may request a face-to-face meeting with the Principal.

Option 5: Chair of School Council

If you have followed the above steps and are not satisfied with the response, you may lodge your grievance with the Chair of School Council. Once again it would be helpful if this complaint is put in writing. You should clearly set out the substance of your grievance, including times and dates of relevant incidents. If you do not feel comfortable with a written complaint, you may request a face-to-face meeting with the Chair of Council.

Note: Please be aware that Governance regulations mean that the only access to the School Council is via the Chair. If your grievance relates to an operational matter the Chair will discuss the matter with the Principal and provide some response.

Process: Once you have lodged your grievance, details will be recorded and an investigation will be conducted. This will determine the substance of the grievance and whether action is necessary.

The person whom you have raised the grievance against will be provided with details of the complaint and will have the opportunity to respond to any allegations which have been raised against them.

Child Protection issues: Any concerns in regards to child protection, staff misconduct and child safety should be brought to the attention of the Principal or the Deputy Principal in the first instance.