



Grievance Policy

Our Principle of Due Care

Scotch Oakburn College is committed to providing an inclusive, safe and supportive learning environment where our community members are caring, respectful and compassionate to others. The College recognises that a member of staff, a student, a parent or a member of the wider community can sometimes feel aggrieved about something that is happening at the College which appears to them as unsatisfactory or unreasonable. That member is entitled to make a complaint for which the College will hear and manage in accordance with our values and the content of this policy.

Our Obligation for Fairness, Responsiveness and Resolution

The College will ensure that proper, fair and transparent processes exist to investigate, resolve and learn from any reasonable grievance or issue. Relevant communication, investigation and restoration will be completed in line with this Policy and its Procedures in line with the Scotch Oakburn College Code of Conduct.

Our Grievance Management Responsibilities

We believe that our obligation for fairness, responsiveness and resolution of grievances is achievable by:

- upholding the values of the College;
- providing the Grievance Policy and Procedures on the College website;
- respecting and recognising the dignity of each person involved in an alleged grievance issue;
- recognising the rights of a person who is the subject of a complaint (the respondent);
- protecting the confidentiality of both the complainant and the respondent;
- recognising and protecting a College community member's right to comment and complain;
- providing an efficient, fair and accessible mechanism for prompt investigation and resolution of complaints in accordance with the principles of natural justice;
- ensuring information is available on the complaints handling process;
- enabling the nature of complaints to be monitored by identifying and rectifying practices to improve the quality of services;
- ensuring, so far as is reasonably practicable, that the complaint handling process is transparent and comprehensive;
- ensuring that the grievance process is free from victimisation and discrimination;
- making provision for alternative reporting arrangements, in the event that a complaint is directed at the school's designated grievance reporting officer;
- allowing for mediation at any stage of the process;
- recognising the rights of aggrieved parties to have ultimate recourse to resolution through legal processes;

- providing appropriate training of staff in the implementation of this policy;
- applying all Legislative requirements;
- ensuring that whistleblower complaints and grievances associated with non-compliance of the Code of Conduct will be dealt with in accordance with the College's whistleblower procedure, *Dealing with a Serious Concern*.

Our Principles

During the reporting, investigative and resolution process the College will recognise and involve the following principles:

- **Rights**
All members of the College community are entitled to make a complaint, either formally or informally;
- **Response time**
All complaints will be responded to in a timely manner. Written Procedures will be supplied to the complainant as soon as they make a report to the College. The complaint will be acknowledged promptly and a grievance process will commence as soon as practicable after their receipt;
- **Confidentiality**
The process of investigation will remain confidential and only involve the person/s directly involved or who witness incidents/issues in question;
- **Records**
The outcome of the grievance process will be provided as a written statement to all parties involved and will be kept and stored in an appropriate secure manner;
- **Fairness**
Investigations will be made on the basis of presumed innocence and will require defined evidence to substantiate any complaints;
- **Support**
The complainant has the right to be represented or supported by another person of their choice. The same right applies to the respondent;
- **Process**
Should a grievance be given to the Chairman or Member of the Board of Governance that member is required to direct the complainant to the Principal who is responsible to deal with the matter in accordance with this Policy. The Chairman of the Board of Governance may deal with a grievance in accordance with the College's whistleblower procedure, *Dealing with a Serious Concern* as well and this policy should the matter involve any instances or suspicions of inappropriate conduct by the Principal.
- **Good Faith**
Complaints made in good faith will be treated respectfully and the College will endeavor to support all parties involved. Victimisation will not be tolerated. Vexatious complaints, as determined by impartial investigators will be dismissed or viewed as misconduct.

Reporting

The Principal will measure the effectiveness of this policy by the use of key performance indicators and report to the Board of Governance on an annual basis.

Our Grievance Directives and Procedures set out how we will implement this policy.

Andy Müller
Principal