



GRIEVANCE POLICY

1. Purpose

St Catherine's School is a community where the individual is respected. All members of the School Community are required to behave in a manner that is consistent with the Community Code of Conduct and School Values.

A member of the St Catherine's Community is entitled to make a complaint, that relates to a grievance as a result of experiencing behaviour or lack of satisfaction with School process that is not in accordance with the School's Policies, Values and expectations of conduct and Government Regulations.

2. Scope

This policy applies to all members of the St Catherine's School Community. The School has in place a separate Grievance Policy for managing Staff Grievances.

3. Definitions

Victimisation: Victimisation is treating someone unfairly because that person, or someone with whom they associate, has made, or intends to make, a complaint under this Policy. It is unlawful to victimise or penalise a person for making a complaint in good faith.

Vexatious Complaints: Inaccurate, misleading, malicious or false accusations that are not substantiated or constitute reasonable grounds for complaint.

Grievance: A complaint or concern where the individual wishes to obtain an action or response from the School.

Conciliation and Mediation: A process which assists the complainant(s) and the respondent(s) to reach a solution that is satisfactory to all parties.

4. Policy Statement

- The School is committed to providing a safe and harmonious working environment for its staff, parents and students. The School encourages the facilitation of grievances that may occur at the School to ensure that such issues are dealt with in a fair and professional manner.
- A student, parent or staff member is entitled to make a formal complaint on the basis of behaviour they have experienced that can be interpreted as bullying, intimidation or harassment.
- Any complaint will be handled in a formal manner involving an investigation of the incident in question and will be carried out under the direction of the Principal or will be convened by a delegate of the Principal. Grievance process will commence within 10 working days of the formal complaint being lodged.
- A Staff Investigating Team will be convened on the basis of impartiality and the relevance of the staff members' roles and responsibilities at the School. A staff member who is perceived to have or believes themselves to be in a position of a conflict of interest cannot be a member of the Staff Investigating Team.
- The process of investigation will remain confidential and only involve person/s directly involved or witnesses of the incident/s in question. Each investigation will be carried out in a fair manner to all parties involved, with appellants having the opportunity to



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represent themselves or be represented by a person of their choice. The School will endeavour to support all parties involved in the process of a formal grievance investigation.

- Records of the grievance process will be kept and stored in an appropriate and secure manner.
- During the course of any grievance review a student or staff member will not be subject to sanctions until the matter has been reviewed in accordance with the grievance process.
- Grievances should not be vexatious, frivolous or malicious. This may be deemed at the Principal's discretion as misconduct.
- Investigations will be made on the basis of presumed innocence and will require defined evidence to substantiate any complaints.
- The outcomes of the grievance process will be provided as a written statement to all parties involved.
- Appropriate action will be taken by the School on the basis of the nature of the indiscretion and can lead to a variety of sanctions that can include, but is not limited to expulsion or suspension for students.
- Should members of the School Community not be satisfied with the grievance process conducted by the School they are entitled to seek review by an external body. Further advice, should it be required, can be sought from the Dispute Settlement Centre Victoria. Full-Fee Paying Students not satisfied with the grievance process can contact DEST within twenty (20) working days of the grievance procedure outcome. Should this matter continue to remain unresolved, further advice may be made available through the School's legal representatives.

5. Responsibility

It is the responsibility of Principal to ensure that the School conducts proper and transparent grievance processes.

6. Compliance requirements

- Equal Opportunity Act 1995
- ESOS Framework