

# Policy & Procedure

## Complains & Grievances

ICMG Saturday Turkish School is committed to act justly in relation to conflicts that have the potential to cause breakdowns within the members of the school community. The School recognises the rights of its student, parents, volunteers, visitors/community members and employees to register a complaint or grievance about a decision, behaviour, act or omission that they may feel is unfair, discriminatory or unjustified. This policy does not apply to complaints alleging criminal or unlawful behaviour these types will be referred to the appropriate authorities.

### Key elements

Impartiality and procedural fairness:

- The complaint will be investigated in a fair and impartial manner.

Confidentiality:

- No action will be taken against the person about whom a formal complaint is lodged until they are made aware of any allegations so that they may respond.
- The School respects the privacy of individual and will protect personal information provided by a complainant in the complaints and grievances process. As part of an investigation other parties may be informed on a need to know basis. Mediators are to use discretion and maintain confidentiality. Any deliberate breach of confidentiality may result in a charge of misconduct. However, if a grievance involves a child protection issue or if it is considered that someone is in danger, external authorities will be informed immediately.

Time Frame:

- Each complaint will be finalised as soon as practicable and receipt of complaint/grievance will

be acknowledged with a 24-48 hour time frame. Complainants will be advised if the matter cannot be finalised within one month.

#### No Victimisation:

- The Principal will ensure that a person who makes a complaint will not be victimised in any way.

#### Conflict of Interest:

- It is important for the complainant to feel confident in:

Being heard fairly

An unbiased decision making process

- Should a conflict of interest arise during a grievance or complaints that involves any management/coordinator/leadership staff member then an alternative mediator will be nominated as an alternative mediator in which all parties agree to.

#### Guidelines for implementation

- Treat all grievances seriously and as priority.
- Ensure grievances remain confidential.
- Ensure grievances reflect procedural fairness and natural justice.
- Discuss the issue with the complainant within 24-48 hours of receiving the verbal or written complaint.
- Investigate and document the issue with the complainant within 24-48 hours of receiving the verbal or written complaint.
- Investigate and document the grievance fairly and impartially. This will consist of:
  - a) Reviewing the circumstances and facts of the complaint (or breach) and given a teacher, staff member, volunteer or community member an opportunity to respond.

- b) Permitting them to have a support person present during the consultation.
- c) Keep appropriate records of the investigation and outcome, and store records in accordance with our Privacy and Confidentiality Policy and Record Keeping and Retention Policy.
- d) Monitor ongoing behaviour and provide support as required.
- e) Ensure the parties are protected from victimisation and bullying
- f) Trace complaints to identify recurring issues.

#### Students, staff, volunteers and visitors will

- Raise the grievance or complaint directly with the person they have grievance with in a professional manner at an appropriate time. Both parties should try to resolve the issue and develop solutions to ensure the problem does not happen again. Discussions should be based on the principles of privacy, confidentiality, respect and open-mindedness. Discussions will not involve other staff, volunteers or visitors and note if any visible distress is observed that support will be provided to the complainant.
- If they are unable to resolve the concern or feel uncomfortable raising the matter directly with the person concerned they may prefer to raise the matter with Principal.
- Aggrieved are expected to provide all relevant information, outlining the issue, identifying any other person involved in the problem and any suggested solution.
- Communicate openly about the issue with the relevant parties.

#### Unresolved grievances

- The aggrieved person is to contact their immediate Coordinator who will act as Mediator.
- The Mediator will have an interview with the person involved and clarify the facts, and work out whether advice is need from other sources, discuss options available and help to formulate a plan of action.
- If any employee does not feel comfortable in approaching their coordinator/supervisor, or the conflict is with their immediate coordinator/supervisor, they can contact he next level of management to act as Mediator – refer to flow chart.
- If an amicable resolution does not occur via mediation the mediator is to present a report to the next level of managing outlining:
  - a) The nature of the grievance.
  - b) The procedures followed to date.
  - c) The solution(s) sought.
  - d) The recommended plan of action or resolution.
- If an agreement is reached the mediator is to present a report to the next level of management outlining:
  - a) The nature of the grievance.
  - b) The procedures followed to date.
  - c) The solution(s) sought.
  - d) The plan of action to reach this solution and review time if warranted.
  - e) A copy of this report is to be provided to all person involved in the grievance, and a copy if to be retained by the Principal in the Grievance Register folder.

### Resolution of Grievances

Grievances are consider resolved when all persons involved agree to a solution, when the cause of the grievance has been removed or resolved, and when arrangements have been made, if appropriate to

repair any damage and distress suffered by the persons involved. Strategies agreed upon by both parties are to be put in place to help avoid further conflict.

#### Unresolved Conflict

If resolution of the conflict is unsuccessful after all procedures in Grievance Policy has been followed it may then be necessary to take disciplinary action or seek external legal advice.

No action will be taken against the person about whom a formal complaint is lodged until they are made aware of any allegations so that they may respond.

#### Support Person

A staff member (members) is able to nominate a support person to attend any meetings with them. If resolution of the conflict is unsuccessful after all procedures in Grievance Policy has been followed it may then be necessary to take disciplinary action or seek external legal advice.

