



Grievance Policy

1. Object and Application

1.1 Object

The object of this *Policy on Grievances* is to provide students and prospective students, and their parents or guardians, with a simple, speedy and effective means of resolving grievances that they may have with The Geelong College (“College”).

1.2 Application

The *Policy on Grievances* applies to all students and prospective students of College and their parents and guardians.

2. Grievances

2.1 What is a Grievance?

A student or prospective student, or a parent or guardian (the grievant) is deemed to have a grievance with College under this Policy where the grievant:

- a) believes that the College has acted in respect of a student or prospective student in an inequitable, or inappropriate, or unfair, or harsh, or unconscionable manner; and
- b) has exhausted all avenues of review and redress in relation to the matter as provided for in the Principal’s Rule on Grievances; but
- c) remains convinced that the College has not dealt with the matter appropriately.

2.2 Confidentiality

A grievance lodged under this Policy shall be treated by College as confidential and shall be discussed only with staff or others who are directly involved in the matter and need to be consulted in order to establish the facts and resolve the grievance.

3. Resolving Grievances

3.1 Lodging a Grievance

3.1.1 The Principal

A grievance must be lodged in writing with the Principal who shall:

- a) note the name of the grievant and the date the grievance was lodged in a confidential Register of Grievances; and
- b) appoint a Grievance Manager to deal with the grievance.

3.1.2 Information Required

When lodging a grievance, the grievant should:

- a) describe the precise decision, or incident, or policy, or practice, etc. that has led to the grievance and when it occurred;
- b) describe the steps taken by the grievant in an attempt to resolve the matter; and
- c) specify the action that the grievant would like the College to take to resolve the matter.

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3.2 Appointment of a Grievance Manager

The Principal shall, without delay, appoint a person as Grievance Manager to investigate all matters relevant to the grievance and to negotiate a resolution of the grievance with the grievant.

3.2.1 Member of Staff

The Principal may appoint a member of staff as the Grievance Manager. Such an appointment shall be made from among the senior staff of the College and shall be a person who has not been involved in the matters relating to the grievance.

3.2.2 The Principal

The Principal may decide to act as the Grievance Manager for a particular grievance.

3.2.3 Member of Council

In consultation with the Chair of College Council, the Principal may invite a member of the College Council to serve as Grievance Manager for a particular grievance.

3.2.4 External personnel

In consultation with the Chair of the College Council, the Principal may invite an external party to serve as Grievance Manager for a particular grievance.

3.3 Resolving a Grievance

When negotiating a grievance, the Grievance Manager shall:

- a) investigate the matter by –
 - clarifying and/or confirming with the grievant the precise nature of the grievance and the outcome the grievant is seeking;
 - ensuring that all normal avenues of review have been exhausted by the grievant;
 - meeting with all the parties involved (individually or in groups as appropriate) to establish the facts; and
 - checking the College's policies and procedures in relation to the facts; and then
- b) resolve the matter by –
 - preparing a written plan of action to be implemented that will satisfy the parties involved; and
 - meeting with the parties (individually or in groups as appropriate) to obtain their commitment to the plan of action and to endorse the plan in writing.

3.4 Where Resolution Fails

3.4.1 The Principal to Decide

Where the Grievance Manager is a member of staff, and is unable to resolve the grievance, he or she shall refer the grievance to the Principal who shall decide the matter. The Principal's decision shall be final.

3.4.2 Chair of Council to Decide

Where the Grievance Manager is the Principal, a member of the College Council or an external party, and is unable to resolve the grievance, he or she shall refer the

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grievance to the Chair of College Council who shall decide the matter. The Chair of College Council's decision shall be final.

4. Records

4.1 Grievance Manager

The Grievance Manager shall ensure that all documents relating to a grievance are collected together and forwarded in an envelope marked "confidential" to the Principal for filing in accordance with the College's Records Policy. Such documentation shall include as appropriate:

- a) the original grievance letter or email if the grievance was lodged in writing;
- b) the plan of action to resolve the grievance, endorsed by the parties involved;
- c) the records of any meetings held as part of the grievance resolution process;
- d) correspondence relating to the grievance; and
- e) any other reports or documents relating to the grievance.

4.2 The Principal

The Principal shall note the date the grievance was resolved or decided in the Grievance Register.

5. Rules

The Principal may make Rules consistent with this *Policy on Grievances* including a rules detailing the procedures to be followed in lodging and investigating a grievance and the training of Grievance Managers in negotiation skills.