



**St Philip's
Christian College**
FOR THE WHOLE OF LIFE

St. Philip's Christian College Gilibaa Grievance Handling Policy

General Statement

At times, employees may have a concern or grievance (perceived or actual) with other staff members, members of the Executive or the College in general. This school has guidelines and procedures for handling such grievances. These guidelines and procedures exist so that the grievance can be resolved swiftly, as close to the point of origin as possible and based on Biblical principles.

The Bible clearly encourages us to seek to resolve differences between each other and to live in harmony with one another. Some key Biblical principles are:

- Do all you can to live in harmony with others - Romans 12:16 says 'Live in harmony with one another'.
- Resolve differences quickly - Ephesians 4:26 emphasises the need to resolve differences before the end of the day.
- Deal with any issue in the proper order – Matthew 18:15-17 describes dealing first with the person who may have offended you, then if the person doesn't respond appropriately, to take the matter to a higher authority. The start of Matthew 18 also reminds us of the importance of humility, and the end of the chapter reminds us about the role of forgiveness in Christian community life.

Aim

This policy sets out the manner in which St. Philip's Christian College, Gilibaa will endeavour to manage and resolve grievances in a prompt, impartial and just way.

Objectives - Policy statement

- To establish Biblical principles for resolving conflict.
- To endeavour to resolve grievances in a prompt, impartial and just manner.
- To endeavour to maintain a positive and collaborative relationship between staff members.
- To welcome and value diversity of opinion, whilst searching for Biblical truth.
- For staff to know their opinion is valued and to raise issues without fear of repercussion.

Audience and Applicability

All staff of St. Philip's Christian College, Gilibaa.

Context

A grievance is a complaint by an employee about any aspect of his/her employment based upon an actual or perceived situation in which the person believes there is just cause for protest or disagreement, e.g. nature or range of duties, conditions of service, relationships with other staff. The grievance must be one that lies within the powers of the management of the school to resolve, i.e. it cannot be about matters determined by national legislation.

Grievances are to be raised in the appropriate manner – firstly with the person directly involved; and then secondly, if no resolution occurs, with an executive member; and thirdly, with the Principal. Where the Principal cannot resolve a grievance, the matter is to be referred to the Executive Principal and/or the Board of Governors.

A grievance is not available in addition to, or in substitution for, the right of hearing and appeal established under other staffing procedures (e.g. disciplinary action or redundancy selection).

Employees' grievances will be treated seriously and will be resolved as quickly as possible. Employee's have the right to take the grievance to a higher level if it cannot be resolved at the lower level. In certain cases, it may be necessary for information or advice to be sought from others outside the school and this may delay the timescale for resolution. Such attempts should be without prejudice to the position of both parties in the procedure.

Responsibilities and delegations

Principal

Establish and regularly review the College's Grievance policies, guidelines and procedures.

Endeavour to apply the National Code of Good Practice for Responding to Complaints about Vocational and Education Training Quality – Australian Department of Education, Science and Training principles of justice, fairness, accessibility, transparency, responsiveness, accountability and constructiveness to grievance procedures.

Ensure that the grievance has been raised according to College procedures and Biblical principles.

Seek to resolve grievances promptly and following Biblical principles.

Endeavour to document appropriately all Grievance matters.

Determine, based on the nature of the grievance, if mandatory reporting or reportable allegation procedure is required.

Maintain confidentiality and privacy in all matters.
Other Leaders

Staff

Follow Biblical principles and College procedures when dealing with grievances.

Seek to resolve grievances in a prompt and professional manner.

Maintain confidentiality and privacy in all matters

Executive Principal/Board of Governors

Seek to resolve grievances in a prompt, impartial and just manner.

Appropriately document all Grievance Handling situations.

Maintain confidentiality and privacy in all matters

Monitoring, evaluation and reporting requirements

This policy will be evaluated and reviewed every three years or as needed because of legislative or regulatory changes.