

Policy

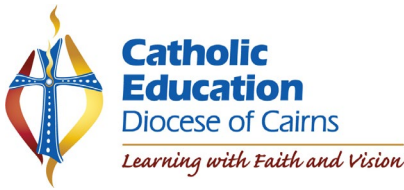
Policy no: TBA

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Grievance (Maintaining Right Relations)

Purpose

This policy provides a process for those employed by Catholic Education Services, Diocese of Cairns and those receiving services from Catholic Education to raise complaints or grievances. This includes students, parents, employees, clergy and members of the wider community.

Catholic Education Services, Diocese of Cairns has specific complaints processes dealing with specific matters. The *Student Protection Processes and Guidelines* has specific procedures to address complaints of child abuse and reportable conduct. There are also policies on *Workplace Bullying* and *Discrimination and Sexual Harassment*. Nothing in this document replaces the processes outlined in *those* documents.

Policy

Catholic Education Services (CES), Diocese of Cairns is committed to developing an educational and organizational culture based on mutual trust and respect. We are committed to providing a safe and supportive work and learning environment for all employees and students.

We acknowledge that employees, students and parents may sometimes have a complaint about a decision, behaviour, act or omission that they feel is unacceptable. Whilst most issues can be resolved through direct discussion between the parties concerned, there may be instances in which this is not possible. The companion guidelines/procedures for this policy provide guidance on a process for resolution.

Rationale

The intent of the policy is to ensure that all parties to a grievance dispute have timely access to a fair, impartial and respectful process that is consistent with the values of Catholic education.

Consequences

CES Cairns is committed to the following principles to ensure Complaints are addressed appropriately.

- All complaints will be dealt with at the lowest level in the first instance and in a timely manner.
- Complaints will be dealt with in a fair and impartial manner.
- Natural Justice will be respected.
- A respondent is entitled to know sufficient, relevant information about the substance of the complaint(s) and to have the opportunity to respond. The respondent has the right to obtain legal or industrial representation.

- Confidentiality and privacy require that all parties must ensure that information is restricted to those who genuinely need to know.
- The complaints management processes will be conducted in a manner that is respectful of all parties.
- Victimisation of a person for making a complaint or allegation is unacceptable.
- Complaints which are vague and non-specific cannot be addressed.
- Anonymous complaints will be addressed to the extent they can.
- It is expected that complaints are made in good faith and are not vexatious or malicious.

Reflection

See also (Related Policies and Guidelines)

Grievance Procedure

Policy: Workplace Bullying

Policy: Discrimination and Sexual Harassment

Posters:

- Got a Complaint of Grievance?
- Has someone made a Complaint about you?
- Are you managing a Complaints or Grievance process?
- Resolving conflict in the workplace