

Are you managing a **COMPLAINTS** or **GRIEVANCE** process?



THINGS TO KEEP IN MIND...

- 1. Be independent, be fair.** Treat both the complainant and respondent with respect and seek to understand their perspective. Do not take sides.
- 2. Encourage** the complainant and respondent to resolve the grievance to their mutual satisfaction.
- 3. Document the process.** You will have statements from the complainant and respondent, possibly witness statements, and records of meetings. These should be kept on a confidential file – at the end of the process this file should be forwarded to the Diocesan Professional Standards Unit.
- 4.** Ensure the **confidentiality** of the process.
- 5. Communicate!** Keep the complainant and respondent informed of the progress in managing the grievance/complaint.
- 6. Prepare a report** outlining your findings. This will include:
 - A summary of the nature of the grievance
 - A summary of the process findings
 - Actions required
- 7.** Advise the complainant and respondent of their **rights of appeal**, within 30 days, to the Catholic Education Services Executive Director.

Remember:

- All parties have a right to expect confidentiality in the management of grievance and complaint processes.
- Our processes do not tolerate frivolous or vexatious complaints.
- If a complaint is upheld there could be consequences under the Catholic Education Codes of Conduct for staff and for parents and volunteers.

Policy statement:

Catholic Education in the 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. While most issues can be resolved through direct discussion between the parties concerned, there may be instances in which this is not possible. This is one of a series of four posters to provide guidance on a process for grievance resolution.



**Catholic
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Diocese of Cairns

Learning with Faith and Vision