



Policy

Policy no:	
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Next review date:	2029
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Grievance (Maintaining Right Relations)

Reflection

(A quote from scripture or significant Vatican/theological publication which reflects the value of this policy)

Purpose

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

CEDC has specific complaints processes dealing with specific matters. The *Student Protection Processes and Guidelines* has specific procedures to address complaints of child harm 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

CEDC is committed to developing an educational and organisational culture based on mutual trust and respect. We are committed to providing a safe and supportive work and learning environments 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 procedure and associated posters in support of this policy provides guidance on a process for resolution.

CEDC is committed to the following principles to ensure complaints and grievances 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.
- Victimization 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.

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.

Outcomes

- Policy, procedures and associated posters address regulatory requirements within the *Education (Accreditation of Non State Schools) Regulation 2017*, specifically Regulation 16(5) and (6).
- Provides detailed guidance to staff, parents and students, clergy and members of the wider community on the CEDC complaints and grievances process.

Promotes an informal and appropriate level approach to complaints and grievances.

Enquires

- Executive Manager Professional Standards and Safeguarding Office (PSSO)
- Director of School Effectiveness
- Principal
- Line Manager

Related Directives, Policies and Procedures

Grievance Procedure

Policy: Workplace Bullying

Policy: Discrimination and Sexual Harassment

Posters:

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