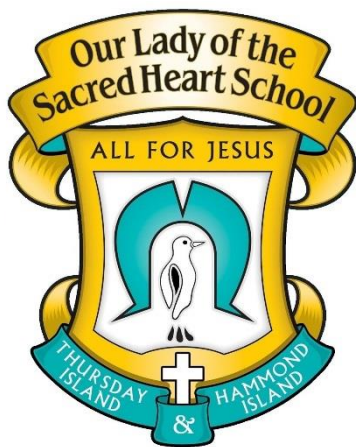




## Policy

# 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.

## Policy

Our Lady of the Sacred Heart School and the Catholic Education Services (CES), Diocese of Cairns are 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 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

Our Lady of the Sacred Heart School and Catholic Education Services Cairns are 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.
- Complainants will be advised if the matter cannot be finalised at the lowest level.

## Reflection

This policy has been adapted from the Cairns Catholic Education Diocesan Policy *Grievance (Maintaining Right Relations)* to include the specific identity and context for Our Lady of the Sacred Heart School and the inclusion of additional supportive policies and documents.

## See also (Related Policies and Guidelines)

Grievance Procedure