Description

This procedure describes the process for lodging and dealing with a grievance.

**NOTE:** A copy of the relevant policy is available on our website, see CBRSS Grievance Policy. If you require assistance understanding the policy, contact the Principal.

1. PURPOSE

To provide processes for the effective management and resolution of concerns, grievances, disagreements or difficulties within the Cape Byron Rudolf Steiner School Inc. (CBRSS Inc) and its sponsored services, e.g. the Cape Byron Rudolf Steiner School.

1.1 What is a grievance?
A grievance is an expression by an individual or group of dissatisfaction with their treatment by others.

1.2 Why lodge a grievance?
Lodging a grievance is a formal feedback mechanism which seeks resolution of a problematic situation. Many problems can be resolved in an informal manner. Efforts to resolve a problem should precede the lodgement of a grievance.

2. SCOPE

For the purposes of this policy, a party lodging a grievance will be identified as the aggrieved party.

This policy applies to:
1) The CBRSS Inc. and its members
2) All staff of the Cape Byron Rudolf Steiner School Inc. (CBRSS Inc.), the School Council and its sponsored services, including contractors and temporary, casual and volunteer staff
3) Clients of the CBRSS Inc. and its sponsored services (e.g. children and parents of the School)
4) Note please refer to CBRSS Staff Grievance Policy and Procedure for Grievances whereby the aggrieved person is a staff member.

3. APPLICATION

**Principles**

- A grievance should be managed with a prompt and positive approach to reduce the level of disruption and conflict.
- A grievance is usually best resolved in an informal manner with active and timely (as
soon as the conflict arises) discussion between all parties in a spirit of good will and a positive intention to resolve the issue.

- Grievance investigations and decision-making are to follow the principles of natural justice and procedural fairness.
- Parties to the grievance and individuals involved in the grievance resolution process are required to respect the confidentiality of the process.
- A grievance cannot be lodged about an act or omission that has already been determined and finalised in another grievance procedure.

3.1 Stage 1 - Action Prior to Lodging a Formal Grievance

- A disagreement or difficulty may arise from a range of issues, including teaching and learning decisions, management decisions, and dissatisfaction with the way policies are implemented or unhappiness with the workplace behaviour of staff members.

- The aggrieved party is encouraged to deal appropriately and as quickly as possible with disagreements or concerns in order that difficulties may be resolved effectively.

- Where appropriate, the aggrieved party should seek to resolve a difficulty themselves, by communicating with any other persons concerned in terms of the nature of the difficulty and attempting to negotiate an agreeable outcome together.

- If the aggrieved party believes that the grievance has not or cannot be resolved without assistance they should proceed to the formal grievance procedure as per the action plan below.

- The aggrieved party is encouraged to communicate with the Principal (if the concern relates to the School) or Chairperson of the School Council (if the concern relates to an unresolved dispute with the Principal), to seek advice and assistance in relation to the effective resolution of conflicts or disagreements, including the possible application of the grievance procedure.

Steps

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>If The aggrieved party has an honest belief based on reasonable grounds, that they have been adversely affected by a decision or action because it is unfair and/or unreasonable and they have undertaken the actions listed above in 3.1. Then... The aggrieved party should move to step 2.</td>
</tr>
<tr>
<td></td>
<td>The concern involves  1) The conduct of a School Council Member in relation to their role because it is unfair and/or unreasonable 2) The conduct of a Principal or membership of the leadership team, (Deputy Principal or Director K-6) and the aggrieved party believes that they need the support of a formal grievance process to resolve the issue Then... The aggrieved party should move immediately to step 17.</td>
</tr>
<tr>
<td>Step</td>
<td>Action</td>
</tr>
<tr>
<td>------</td>
<td>--------</td>
</tr>
</tbody>
</table>
| 2    | The aggrieved lodges a formal grievance with the Principal in a written format or by meeting with the Principal and with his/her assistance writing a report and specifying:  
1) A grievance is being lodged;  
2) The grounds for the belief of unfair and/or unreasonable treatment, that has affected them, or will adversely affect them; and  
3) What would resolve the grievance from the aggrieved party’s perspective. |
| 3    | The Principal promptly acknowledges a grievance within 24 hours of its receipt by the School office. In the absence of the Principal, then the Deputy Principal or Director K-6 will acknowledge the grievance within 48 hours. |
| 4    | The Principal will promptly initiate appropriate action to resolve the grievance. Appropriate action includes, but is not limited to:  
• Making enquiries; and/or  
• Reviewing reasons for administrative action and due process; and/or  
• Referring the grievance to an appropriate person or entity for a specific purpose (e.g. a Faculty Co-ordinator); and/or  
• Conducting an investigation; and/or  
• Conducting mediation or conciliation; and/or  
• Engaging in negotiations; |
| 5    | The Principal will ensure that:  
• There is an opportunity to present all aspects of the grievance.  
• If an investigation is conducted, it will be done in a thorough, fair and impartial manner |
<p>| 6    | The Principal will ensure that written records are maintained of all actions in relation to the grievance matter, including documentation of the details of the grievance as reported by the aggrieved party, investigations made and findings and decisions taken. |
| 7    | Upon completion of each stage of the grievance, the aggrieved party and the respondent will be informed in writing of the action taken, finding(s) made, and reason(s) for the decision(s) taken. |
| 8    | This investigation and decision-making stage of the grievance procedure is to be finalised within 5 working days of the receipt of the formal grievance unless otherwise agreed and/or advised. |
| 9    | At each Council meeting a table of all unresolved grievances will be presented to the Council by the Principal. The Principal will always bear in mind clause 3.2.4 when reporting items to Council, thereby ensuring the details of the grievance and the aggrieved parties will remain confidential. |</p>
<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 10   | **If** The grievance is resolved or finalised  
      **Then...** All parties are informed of the outcome and this procedure ends.  
      If the aggrieved party has an honest belief based on reasonable grounds, that due process was not followed in Stage 2 of a grievance lodged with a sponsored service e.g. Cape Byron Rudolf Steiner School  
      **Then...** The aggrieved party should move immediately to step 11. |
| 11   | The aggrieved party will lodge a formal grievance to the Chairperson of the CBRSS Inc., in a written format and specify:  
      1) The nature of the initial grievance lodged with the principal;  
      2) The grounds for the belief that due process was not followed  
      3) What would resolve the grievance from the aggrieved party’s perspective. |
| 12   | The CBRSS Inc. will promptly acknowledge a grievance within 5 working days of its receipt by the Chairperson of the School Council. |
| 13   | The CBRSS Inc. will promptly initiate appropriate action to resolve the grievance. Appropriate action includes, but is not limited to:  
      • Making enquires; and/or  
      • Reviewing processes and actions undertaken by the Principal within the initial grievance procedure. |
| 14   | The School Council will ensure that:  
      • There is an opportunity to present all aspects of the grievance process.  
      • If an investigation is conducted, it will be done in a thorough, fair and impartial manner. |
| 15   | The Chair of the School Council will notify the aggrieved Party and the Principal of the result of the investigation and of any recommended actions. |
| 16   | **This process is completed.** |
| 17   | The aggrieved party lodges a formal grievance to the Chairperson of the CBRSS Inc., in a written format and specifies:  
      1) A grievance is being lodged;  
      2) The grounds for the belief of unfair and/or unreasonable treatment, that has affected them, or will adversely affect them; and  
      3) What would resolve the grievance from the aggrieved party’s perspective. |
<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>18</td>
<td>The School Council promptly acknowledges the lodgement of a grievance within 5 working days of its receipt by the Chairperson of the School Council.</td>
</tr>
</tbody>
</table>
| 19   | The CBRSS Inc. promptly initiates appropriate action to resolve the grievance. Appropriate action includes, but is not limited to:  
  • Making enquires; and/or  
  • Reviewing reasons for administrative action and due process; and/or  
  • Referring the grievance to an appropriate person or entity for a specific purpose; and/or  
  • Conducting an investigation; and/or  
  • Conducting mediation or conciliation; and/or  
  • Engaging in negotiations; |
| 20   | The School Council ensures that:  
  • There is an opportunity to present all aspects of the grievance.  
  • If an investigation is conducted, it will be done in a thorough, fair and impartial manner. |
| 21   | Depending upon the nature of the grievance and the actions taken, the School Council may nominate or co-opt an independent person which may or may not be a School Council Member/s to investigate the grievance, or instigate other appropriate action which could include independent. The appointee/s will prepare a report for submission to the Council which will:  
  • Summarise the investigation and its findings  
  • Recommend appropriate action, which may be taken by the School Council. |
| 22   | The School Council ensures that written records are maintained of all actions in relation to the grievance matter, including documentation of the details of the grievance as reported by the aggrieved party, investigations made and findings and decisions taken. |
| 23   | Upon completion of each stage of the grievance, the aggrieved party and the respondent is informed in writing of the action taken, finding(s) made, and reason(s) for the decision(s) taken. |
| 24   | The investigation and decision-making stage of the grievance procedure is finalised within 21 calendar days of the next scheduled School Council meeting, unless otherwise agreed. |
| 25   | **This process is completed.** |

*The School’s policies which are made from time to time are made pursuant to the requirements set out in section 47 of the Education Act and of the Board of Studies for registration of the school.*
## Document Control

<table>
<thead>
<tr>
<th>Document ID</th>
<th>Grievance Procedure</th>
</tr>
</thead>
</table>

**Owner/Approver:** Nerrida Johnson  
**Author:** Nerrida Johnson  
**Effective Date:** 18 February 2014  
**Revision Due Date:** February 2016

### Version History

<table>
<thead>
<tr>
<th>Version</th>
<th>Effective Date</th>
<th>Description of changes from previous version</th>
<th>Authors</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.1</td>
<td>7 November 2013</td>
<td>Draft</td>
<td>Nerrida</td>
</tr>
<tr>
<td>0.2</td>
<td>13 February</td>
<td>Update to new format</td>
<td>Nerrida</td>
</tr>
<tr>
<td>1.2</td>
<td>17 February</td>
<td>OK for publication</td>
<td>Nerrida</td>
</tr>
<tr>
<td>1.3</td>
<td>12 March</td>
<td>Corrected error in Purpose section</td>
<td>Nerrida</td>
</tr>
</tbody>
</table>