



School No: 2068 Established 1878

7.6 Staff Grievance



Help for non-English speakers

If you need help to understand the information in this policy please contact 03 5996 1744.

Staff grievances (including those of volunteers) are respected and treated fairly and with a genuine desire to resolve grievances wherever possible through Cranbourne Primary OSHC's Complaints Handling Policy.

Procedures

The coordinator shall be the first contact for all complaints however, the employee will have direct access to the Business Manager and/or Principal, and the coordinator will permit and, if appropriate, encourage the employee to do so, if:

- the complaint is about the conduct of the Coordinator/Nominated supervisor or,
- the employee is not comfortable to take the complaint to the coordinator or,
- the employee is not satisfied with the coordinator's handling of the complaint or,
- the complaint is about a matter of Management and Administration Policy.

The Co-ordinator will seek to resolve all genuine and reasonable verbal grievances in the most appropriate way possible in consultation with the complainant. Discussions with the complainant are not to be conducted in the presence of children, other employees or parents, and heated discussions are to be avoided. The Co-ordinator may make and keep a confidential written record of such discussions.

If the verbal grievance remains unresolved, at the complainant's discretion, a written grievance may be submitted to the Business Manager and/or Principal for further action. This will instigate the following formal procedure:

- Complainant to meet with Business Manager and/or Principal to discuss complaint
- Business Manager and/or Principal to give opportunity, in writing, for other named parties to meet with them to discuss details of grievances tabled
- Business Manager and/or Principal may seek the services of a professional association for advice, support and/or assistance.

Relevant Laws and Regulations

National Regulations 168-172 Quality Area 7, Element 7.3.4

Relevant Policies

Roles and Expectations of Staff
Staff Performance Monitoring and Management

Review Information

Policy last reviewed	Sep 2022
Approved by	School Council
Next scheduled review date	Sep 2025