



Definition

A 'grievance' refers to a situation where an individual believes that a student, staff member, parent or any member of the College community has acted outside of the normal policies and practices that the College promotes and expects.

Rationale

Sacred Heart College has both the desire and a responsibility to ensure that high standards of conduct are maintained by staff and students at all times, and that complaints are managed and resolved fairly, efficiently, promptly and in accordance with relative legislation.

Aims

- To provide a harmonious, positive and productive school environment.
- To resolve complaints fairly efficiently, promptly and in accordance with related legislation.

Related Policies

This policy should be read in conjunction with other policies of the College, especially Harassment, Professional Standards, Personal Responsibility and the Child Safeguarding policy, along with the *Code of Conduct for Staff employed in Catholic Education SA* managing *Allegations of Misconduct (CESA)* and *Complaint Response and Resolution Procedure (CESA)*.

Implementation

- All members of the College community will be informed of this Grievance policy and its procedures and to whom they can go to if they have a grievance complaint.
- Grievances will be resolved within a 'restorative justice' framework.
- Any grievance complaint will be taken seriously and those making the complaint will be supported during the process of resolution.
- All staff will be informed of the procedures for resolving conflict in the workplace and be provided with periodic training in conflict resolution and in understanding the concepts of restorative justice.
- All individuals will be treated fairly and impartially.
- Resolution of a grievance will be achieved as quickly as possible.
- Those party to a grievance will be kept informed of matters pertaining to the grievance whilst it is being processed.
- Resolution of grievances at a local level, where appropriate, is the desired outcome.
- An informal process can be used where the complaint is minor or if the complainant wishes the matter to be dealt with this way or the complaint has arisen from a lack of or unclear communication.
- Due process will be followed in working towards a resolution, which will include:
 - the rights of complainants and respondents will be upheld at all times, including the use of fair, confidential, impartial and dignified resolution procedures
 - enacting consequences which are consistent, fair and commensurate with the seriousness of the complaint
 - having an appeal system in place.
- Parties will be encouraged to resolve the matter together in the first instance.
- It is important that all complaints, ensuing procedures and outcomes are fully documented and filed.
- It is incumbent upon the Principal or delegate to act where unacceptable conduct is observed or brought to their attention.



What to do if the Grievance is not resolved

We ask that, where appropriate, you first raise the matter directly with the relevant staff member. If that is not appropriate or the issue was not addressed to your satisfaction, please contact our Complaints Officer on 8350 2500 or at principal@shc.sa.edu.au.

If you have been unable to resolve a matter informally, or simply wish to make a formal complaint you can do so by any of the following means:

1. Sending an email to principal@shc.sa.edu.au
2. Writing a letter to Sacred Heart College 195 Brighton Road, Somerton Park SA 5044 addressed to "The Complaints Officer".
3. Telephoning Sacred Heart College on 8350 2500 and asking to speak to your child's Head of House or Head of Campus/Deputy Principal.

Note that neither the Minister for Education nor the Department for Education has any power to directly intervene in any complaints relating to the operations of Sacred Heart College. Note also, that complaints made to Catholic Education SA will be directed back to College or to the Regional Director of Marist Schools Australia.

Policy Title	Grievance Policy
Ratified by Executive and College Council	February 2022
Policy due for review	February 2025