

DARAMALAN COLLEGE

GRIEVANCE/COMPLAINTS POLICY AND PROCEDURES

Related Policies

Staff Grievance Policy and Procedures

Rationale

The Daramalan College Grievance/Complaints Policy and Procedures is a set of formal and agreed procedures that will be followed to deal with and resolve grievances that arise from the college.

- a just and dignified method of conflict resolution
- expedient and effective results
- improved communication, understanding and relationships
- fairness and objectivity.

Definition

A grievance or complaint is a formal expression of dissatisfaction about a situation, decision, action or failure to act by a member of the Daramalan College community. It is usually made by an individual but sometimes by a group.

Policy

Grievances raised will be dealt with in accordance with the following principles:

- a) Only the people directly involved in investigating or adjudicating a grievance will have access to information about the grievance;
- b) All parties will have a chance to put their point of view;
- c) All grievances will be dealt with as quickly as possible;
- d) Accurate documentation is maintained throughout the process;

In working through the resolution process, it is understood that:

- a) Confidentiality will be respected and maintained, as far as is possible, by s

- c) Complaints will be received in a positive manner;
- d) Information that will assist in the

Co-Curricular Activities	Deputy Principal
Teaching Staff matter	Deputy Principal
Administration, Support Staff and financial matters College M	Business Manager

- Any appeal against the resolution of a complaint should be made in writing to the Principal. An appeal is only likely to be considered if there is evidence there was a procedural problem with the investigation.
- The Principal, at their discretion, will consider the application for an appeal and will either direct the complaint be re-examined or direct the matter be closed.

Step Six – External resolution

If the complainant is not satisfied by the outcome of the review or the complaint remains unresolved, they may pursue external resolution alternatives.

Invalid or Malicious Complaints:

If the complaint is proved to be invalid or if there is evidence that the complaint