GRIEVANCE RESOLUTION PROCEDURES

TYPES OF GRIEVANCES

- Unlawful discrimination
- Victimisation
- Personnel Management
- Whistleblowers
- Anonymous
- Parents/students against employees
- Members of the public
- School Council Employees

LEVELS OF GRIEVANCE RESOLUTION

The summary below represents options for the complainant and is not intended as a required sequence for resolving incidents.

It is advisable to attempt a personal resolution in the first instance:

Personal Resolution

An employee may wish to deal with a grievance or incident(s) personally, with or without reporting the incident(s) to anyone.

- Employees may choose to discuss and resolve the matter with the person responsible for the behaviour.
- Employees may seek confidential advice from their worksite manager/supervisor or relevant contact person in relation to strategies to deal personally with a grievance.
- Employees may also seek confidential advice from their worksite manager/supervisor in relation to the different options available within the department, other agencies or unions, to resolve a grievance.

Expression of concern

In cases where an employee does not wish to lodge a formal grievance, yet wants a behaviour to stop and/or believes there are implications for other employees, the employee may discuss the situation confidentially with the worksite manager/supervisor or another appropriate person.

- When a worksite manager/supervisor receives a confidential expression of concern from an employee, the action will vary according to the nature and seriousness of the concern, including consideration of the impact on the victim. For example, the worksite...
manager/supervisor may monitor the situation to assess the appropriateness of the alleged behaviour and determine a course of action, which could include a review of the worksite.

- In managing an expression of concern the worksite manager/supervisor should report to the complainant about what action has been or will be taken.

Personnel Advisory Committee (Schools)

- Provision of advice to the principal in relation to dispute resolution is one function of the Personnel Advisory Committee.
- Grievances concerning the following issues may be considered by the Personnel Advisory Committee; internal selection, job and person specifications, management of class organisation and teaching load, staffing conversions, training and development priorities, the implementation of the Department’s part-time policy, flexible initiatives resourcing, required placement and grievances related to these matters.
- Grievances lodged with the Personnel Advisory Committee must be in writing and clearly outline the particular concern.

Formal Grievances

- Formal investigation refers to the process used to respond to written grievances, whereby an investigation is undertaken to gather information relating to the allegations to inform a recommended resolution.
- An employee may lodge a formal written grievance with the worksite manager/supervisor, who will work towards a resolution of the grievance at the local level.
- Complaints against the worksite manager/supervisor should be lodged with the relevant line manager of that individual.
- Written grievances should be marked “confidential” and forwarded as soon as possible after the event(s) which prompted the grievance.
- The investigating officer (worksite manager/supervisor or nominated senior officer) will make a determination on the basis of an investigation whether or not to uphold the grievance.
- The complainant and responded will be informed of the outcome and action taken.
- The grievance procedures will detail further action an employee can take if they are not satisfied that the grievance has been managed appropriately.

IN INVOLVEMENT OF OTHER AGENCIES

Advice can be sought from or a complaint lodged with:

Australian Education Union or Public Service Association
Equal Opportunity Commission
Human Rights and Equal Opportunity Commission

REFERENCES
• Guidelines for Sexual Harassment – Grievance Procedures – Supplement to the Education Gazette – vol 16 Number 19. 29.7.88
• Sexual Harassment Grievance Procedures – Training Manual – Education Department of South Australia
• Sexual Harassment Policy and Grievance Procedures – Education Department of South Australia (brochure)
  o Sexual Harassment – Your Rights and Responsibilities
    ▪ For students
    ▪ For parents
    ▪ For staff
• Racist Discrimination and Harassment Grievance Procedures
• Grievance Procedures for Employees in Children’s Services and School Sector
• Grievance Resolution Policy for Employees

ENDORSEMENT AND REVIEW

Principal…………………………….

Date………………………………

Governing Council Chairperson……………………………

Date………………………………

It is recommended this policy should be Reviewed by……………………………………