

## **Bullet pointed summary of Complaints Policy (previously Grievance Policy)**

- Policy has separate procedures for different types of complaints.
- Policy covers complaints from a staff member, parent/ carer or student about treatment at GST that is inequitable or procedurally unfair; or a complaint that arises from perceived concerns relating to work-related interpersonal relationships.
- Anonymous allegations or complaints are not accepted.
- Staff members, parents/ carers and students have the right to use these procedures.
- GST welcomes complaints as they help improve the school.
- Mediation is always a possibility and legal advice may be sought at any time during the Process.
- The initial phase of the Procedures enables prompt resolution where possible and, where it is not, a prompt decision is made to determine how to proceed.
- If it is not possible to resolve the matter informally, the Principal or the member of the Board can refer the matter to the Chair of the Board **within ten (10) working days** of the action forming the grievance having taken place and a grievance procedure will commence.
- Before investigation, the party with the complaint/grievance describes the allegations they wish to make including particulars of the allegations so they can be investigated.
- The person against whom the allegations are made is provided with a copy of the allegations that will be investigated and given the right of response.
- All parties are informed in writing of the outcomes of any investigative process.
- The Chair of the Board will:
  - organise for mediation to occur to try and resolve the complaint/grievance;
  - ensure that parties have access to union representation/ advocacy/ third-party support as necessary;
  - investigate the matter to make findings as to whether or not some or all of the grievance is substantiated;
  - make a relevant determination about the complaint/grievance; or
  - refer the matter to an external investigator to make findings as to whether or not some or all of the complaint/ grievance is substantiated.
- If a complaint/grievance is investigated under this Policy and findings are made that substantiate any or all of the allegations made, the Chair of the Board may:
  - arrange for the counselling of the staff member involved on their behaviour and the findings of the investigation;
  - pass the matter on to an external organisation (e.g. police)
  - carry out disciplinary action, which could terminate the contract of employment of the staff member who is the subject of the allegation; or
  - take no further action