

# Grievance Policy

## Version History

Version No.	Description of Changes	Effective Date
V2.0	Policy updated as part of the policy renewal process and procedural information has been removed.	26/08/2024

## 1 Purpose

Grievances may arise within the College community at a point in time. This policy sets out processes by which matters of concern can be addressed expeditiously, confidentially and with sensitivity to all concerned.

## 2 Scope

The Grievance Policy applies to enrolled families, students, Old Collegians, suppliers and contractors, and the public.

Grievances relating to staff and employment matters are managed by the Director of People & Culture.

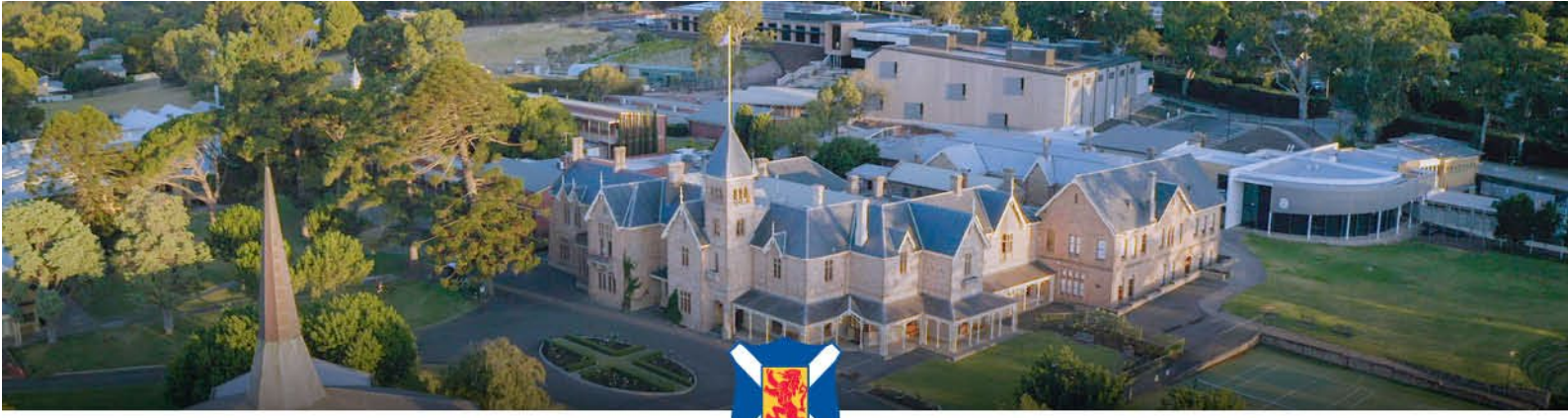
## 3 Definitions

<i>Complaint or Grievance</i>	A dissatisfaction with a real or perceived situation or outcome from the activities associated with Scotch College.
<i>Senior Staff</i>	Campus leadership or Senior Leadership Team (SLT) members

## 4 Policy Statement

### 4.1 Commitment of the College

- Being proactive in promoting authentic relationships to further the education of young people
- Supporting members of the College community to raise concerns or resolve matters in transparent and respectful environments



## 4.2 Principles in the resolution of grievances

- Procedural fairness and natural justice will be afforded to all parties
- The support of parties to resolve grievances in informal and amicable circumstances in the first instance, through discussion and/or facilitated mediation with the concerned parties.
- The conduct of an internal investigation of the grievance or complaint, if necessary
- The right to escalate the addressing of a grievance to senior staff should resolution of an issue not be achieved through discussion or mediation
- The right to appeal decisions to senior staff (SLT), the Principal, or a representative of the Council of Governors as relevant.
- Respect for confidentiality in the management and discussions of the grievance by all parties
- Timeliness in managing and seeking resolution of grievances
- Reporting of matters to external authorities including (but not exclusive to) SA Police and government agencies where grievances involve allegations of criminal activity or meet the thresholds for mandatory reporting of incidents.
- Open and respectful communication with all parties of progress and resolution of grievances
- The maintenance and archiving of records and notes throughout any grievance process
- The maintenance of a grievance register

## 4.3 Outcomes of grievance resolutions

- Resolutions of grievances will be communicated to all parties.
- Resolutions are the result of assessment of specific circumstances, College policy and practices, College expectations and outcomes for students.
- Resolution of a grievance does not necessarily create binding precedents for other stakeholders in future matters.
- Appeal of an outcome should a party believe, the matter should be reconsidered, will be managed by the appropriate senior staff member as identified by the Deputy Principal or Principal (as relevant).