

JAMBEROO PUBLIC SCHOOL PARENTS AND CITIZENS ASSOCIATION

Grievance, Complaints & Disputes Procedures

The Jamberoo Public School P&C Association [P&C] is committed to providing an environment where all P&C and/or Jamberoo Public School concerns are dealt with in a timely and appropriate manner.

A grievance or complaint may be received by the P&C in relation to a fellow member, volunteer or P&C employee.

Where a complaint relates to a Department of Education and Communities employee or student the complaint should be lodged directly to the Principal in accordance with the policies of the Department of Education and Communities. Refer to the P&C Lines of Communication Policy Document on this issue.

A grievance is a complaint about any situation, which is considered by the complainant to be wrong, mistaken, unjust or discriminatory.

Principles:

- [Complainants should not instigate grievances that are frivolous, vexatious or malicious;
- [Grievances and information arising from the handling of the grievance must be treated confidentially;
- [Concerns should be raised as early as possible after the incident;
- [Before a decision is made the person who has been implicated has the right to be informed about the nature and content of the grievance, has the right to be heard by an unbiased decision maker and has the right to have a witness present.

Procedures:

1. Initial Discussion - complainants should endeavour to resolve the issue themselves with the relevant parties face to face.
2. Written Complaint - If the grievance cannot be resolved informally, the complainant should provide written details of their concerns and the grounds for the grievance:
 1. to their immediate supervisor where they are an employee and;
 2. to the P&C President or the Vice President where the complaint is about the President;
 3. Where the complaint is about the P&C Association Executive, it may be raised with the P&C Federation along with a copy of these procedures and all relevant policies.
3. Informal Meeting - The President or person handling the complaint as described in these procedures will initiate an informal meeting with the complainant to discuss the grievance and may request further information which the complainant must provide. The complainant may have an independent witness attend any meetings.
4. Written acknowledgement - The supervisor/President or person handling the complaint as described in these procedures will provide written acknowledgement to the complainant within 7 days of receiving the grievance.
5. Notification in Writing - If the matter pertains to another P&C Association employee, member or volunteer that person will also be informed, in writing, within 7 days of the grievance being lodged. The person against whom the complaint is made will not receive a copy of the complaint unless written permission is expressly given by the complainant to share the document.
6. Grievances are to be resolved no later than six weeks after the complaint is lodged.
7. The outcomes of a formal grievance process may include (but not limited to):

1. recommendation to amend policies;
2. recommendation to alter practices;
3. agreement by parties regarding interactions;
4. access to training and development; or
5. disciplinary action including a restriction on membership or formal employment review (where applicable) as allowed in employment agreements and as permitted by the relevant Employment Award.

Where a person disagrees with an outcome of a complaint they may lodge an appeal or further grievance with any relevant government agency or to P&C Federation where the matters involve volunteers.

This grievance, complaints and disputes procedures policy is as adopted by the Jamberoo Public School Parents and Citizens Association at the general meeting on _____ .

Signed President: _____ NAME: _____

Witnessed Principal: _____ NAME: _____