

Grievance Policy

Principle of Quality Assurance:

St Columban's College is committed to the development and support of positive relationships within our College community. We recognise the importance of complaints and grievances to our organisation and regard them as opportunities to put things right or to improve our services.

Staff at St Columban's College are committed to ensuring that responsive, prompt action be taken in the event of a grievance or complaint. We will endeavour to:

- Ensure that it is easy for a person to register a complaint.
- Listen and respond to, and where possible, solve the issue as quickly as possible, preferably at the first point of contact.
- Ensure that all staff members are empowered to take positive action with grievances and complaints, both quickly and courteously.
- Personalise the service.
- Keep the person informed during the process.
- Use a fair process and ensure there is an outcome or response.

Process for addressing complaints:

1. Recognising that issues often arise from misunderstood or absent communication, a person making a complaint will be asked about their success of speaking with the most relevant level.
2. If that has not produced a satisfactory outcome, then complaints may be lodged in any of the following ways:
 - Email to the College: scaboolture@bne.catholic.edu.au
 - Fill in the Grievance Record Form
 - Visit the College office in person.
 - Telephone the College: 5495 3111
 - Send or post a note to the College addressed either directly to the person concerned or if non-specific marked: Attention "Grievance Officer".
3. The person receiving the complaint will:
 - I. Make further contact with the person making a complaint if necessary, to ensure the issue has been fully heard and understood.
 - II. Respond in person to the issue within 2 working days if they are able to *OR* pass the issue to the point of relevance.
 - III. Contact the person with a progress report if an issue is either passed on or will take longer than 2 working days to investigate.
 - IV. Fill in and lodge a 'Grievance Record Form'.
4. There is a right of appeal about any decisions / feedback to the next level of delegated responsibility. Ultimately, the outcome will be determined by the principle of fairness and just educational processes for the common good of the St Columban's College community.
5. If the situation/process becomes heated (and threatens the possibility of a positive outcome), parties will allow for a cooling off time before continuing towards resolution.

Exclusions:

This policy covers issues arising from a sense of 'unfair' or 'unsatisfactory' applications of College processes, rules or policies. Complaints about the processes, rules or policies of the College, should be directed to the Principal. These will be responded to in writing.