

Yipirinya Complaints and Grievances policies

Yipirinya School Council Inc. (Yipirinya) Management Committee has developed three Complaints and Grievance processes to deal with complaints from Members, Staff and other parties.

1. Member complaints/disputes/grievances in relation to the operation of the Association's internal affairs are dealt with in the Yipirinya constitution as required by section 21 (1)(c) of the Northern Territory Associations Act. These provisions of the Yipirinya constitution reflect the model rules for incorporated Associations in NT and the requirement for natural justice in the adjudication of member disputes (s. 39 Associations Act) .
2. Complaints/disputes/grievances by Parents/ Carers and Students and other non - staff parties will be dealt with in accordance with Part A of this Policy.
3. Staff complaints/disputes/grievances will be dealt with in accordance with Part B of this Policy

Part A

Complaints and Grievances for members of the wider School Community (Parents and Carers) and students.

Rationale

This policy is a simple guide for the School community to follow in order to seek clarification and resolve grievances swiftly and professionally.

Definition

For the purposes of this policy, a grievance exists where a person external to the daily operations of the School believes a complaint or concern has not been adequately heard or met.

If a parent or student has a grievance, a resolution should be sought through informal discussions with the appropriate person, about the issue in order to come to a mutually acceptable resolution.

If this informal process is unsuccessful, the formal grievance procedure shall be followed.

Should staff of Yipirinya School have a dispute as their role as parents or family members this Grievance procedure should also be followed. Disputes related to employment matters should follow the Staff Dispute Resolution policy and if required the Yipirinya Enterprise Agreement dispute resolution process.

Aims

Yipirinya School aims to resolve grievances quickly and informally through consultation, cooperation and discussion.

The grievance should be dealt with at the appropriate level before being escalated to a higher level.

Should the informal process fail to adequately resolve the grievance then a formal grievance procedure will be applied.

Implementation

Yipirinya will keep a record of grievances and any processes implemented to seek resolution.

Where complaints and grievances involve Indigenous staff, unless the person is a subject of the complaint, the Principal and/or leader of the School Liaison Team will also be present.

Yipirinya will take appropriate measures to uphold the good name and reputation of the School and/or persons affected proven should complaints be resolved to be defamatory

Should complaints be communicated in a hostile or offensive manner the meeting will be stopped and reconvened at another time.

The members of each party have the responsibility for demonstrating an intention to act appropriately

Procedures & Key Responsibilities

The Principal must:

Quickly promote resolution of issues raised verbally in an attempt to resolve the matter locally without the need for a formal grievance resolution process.

Consult with the relevant staff member or the Executive in relation to matters relating to formal grievances and take action as required to manage the grievance.

Staff Members must:

Remain objective and address the immediate and relevant issue

State clearly and objectively the grievances, specific and accurate instances where appropriate

Be prepared to compromise and seek a solution that attempts to meet the needs of those concerned

If required, seek a member of the School Leadership Team to arrange a mutually convenient time for the matters to be discussed with key personnel.

Parents / carers and/or students with a grievance must:

Contact the Principal as soon as possible

Remain objective and address the relevant issue only

State clearly and objectively the grievances, specific and accurate instances where appropriate

Be prepared to compromise and seek a solution that attempts to meet the needs of those concerned

All School personnel have the responsibility to:

Listen to concerns with an open mind and seek to understand them

Maintain confidentiality.

Commit to resolving any problems in ways that respect individuals and attempt to meet the needs of all concerned in a fair and unbiased manner

Establish time lines for actions and review for any resolutions.

Grievance Procedure

The purpose of the Grievance Procedure is to provide the Yipirinya School Community with the opportunity to have a complaint dealt with quickly and with some flexibility.

The objective of these procedures is to:

- (a) Avoid the escalation of disputes or grievances; and
- (b) Provide prompt resolution of issues of concern.

Students with a grievance:

Talk to the person about the problem. Be prepared to see the issue from the perspective of both parties. Seek to resolve it in a way that respects the needs of all involved.

If you feel uncomfortable, speak to someone, 'with whom you feel comfortable'. This could be another teacher, School Liaison staff member or a Counsellor

Allow a reasonable timeframe for the issue to be addressed.

If the issue continues, speak to the Principal and ask for it to be addressed.

If the grievance is not addressed arrange a time for you, the Principal (or another member of the School leadership team) to formally address the issue

Parents/Carers with a grievance:

For any issue related to pastoral and/or learning speak to the Principal or the Principal's delegate.

Discuss the concern objectively. Seek to resolve it in a way that respects the needs of those involved.

Allow a reasonable timeframe for the issue to be addressed.

If the grievance is not addressed arrange a time for you and the Principal to formally address the issue.

For grievances relating to the Principal:

Speak to the Principal

Discuss the concern objectively. Seek to resolve it in a way that respects the needs of those involved

Allow a reasonable timeframe for the issue to be addressed.

If the grievance is not addressed arrange a time for you to meet with the President of the Council, or if not appropriate another member of the Executive of the Council.

Part B

Staff Dispute Resolution - Personal and Professional Rationale

In any organisation conflict of a personal or professional nature may arise. This may be particularly true at Yipirinya School where staff live and work closely together. The stresses of life at Yipirinya School will invariably lead to some conflict and the community should not be surprised and should not judge others too hastily when such problems arise.

Yipirinya embraces procedures that reflect respectful values placing a high value on respecting other people's differences and learning to live together peacefully. Staff need to, at all times, seek to resolve conflict and not contribute to it by gossip. In dealing with conflict with another staff member that is of a personal nature, the following guidelines apply.

Definition

This policy covers personal and professional grievances and disputes of an intra-school nature.

Aim

The objective of these procedures is to avoid the escalation of disputes or grievances and provide prompt resolution of issues of concern.

Procedure – Personal Conflict

- Identify and clarify the issue, possibly discuss with another person.
- Discuss the issue with the person involved, stating the problem and seek a resolution through offering or asking for forgiveness.
- If the problem is not resolved involve a third impartial person, acceptable to both parties.
- If the conflict is unresolved discuss with the Principal or a member of the School Leadership Team to establish a professional working relationship.
- If a staff member has evidence of alleged misconduct by the Principal the staff member may raise the issue with the President of Yipirinya, or if appropriate another member of the Executive of the Council.

The Dispute Resolution Procedure in the Yipirinya Enterprise Agreement should be followed when staff feel the need to report a matter of concern or discuss an issue with someone in a position of responsible authority.