



Aspley State School Parents and Citizens' Association Grievance and Complaints Policy and Procedures

Document details

Contact for enquiries and proposed changes

If you have any questions regarding this document or a suggestion for improvement, please contact:
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Document version control

Version	Date	Changed by	Nature of amendment
1.0	29/07/2019	Alice Long	Initial draft based on the related documents below
1.1	15/09/2019	Alice Long	Updates following the P&C Meeting
1.2	18/10/2019	Natalie Caskie	Changed the word "will" to "may" in fourth bullet procedures

Document sign off

This document was adopted by the Aspley State School Parents & Citizen's Association at on {{insert date}}

Amendments to this document

This Grievance and Complaints Policy and Procedures document will be reviewed by the Association's Executive Committee at a minimum every two years to ensure currency. Proposed amendments will be submitted as a motion on notice for discussion and approval by members at a general meeting of the Association.

Introduction

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

Aspley State School's P&C Association is committed to providing an environment where a grievance or complaint associated with the Association's members, volunteers, staff or operations are dealt with in a timely, appropriate and fair manner.

Where a complaint relates to a Department of Education employee (e.g., teacher) or student, the complaint should be lodged directly with the school principal in accordance with the policies of the Department of Education.

Guiding principles

- A person making a complaint (the complainant) should not initiate a grievance that is frivolous or malicious.
- A complaint and information arising from the handling of the complaint must be treated confidentially.
- A complaint should be raised as early as possible after the incident of concern has occurred.
- The principles of natural justice will be observed throughout. This means before a decision is made, any person who has been implicated in a complaint 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 support person present.

Procedures

- A complainant should endeavour to resolve the issue him/herself with the relevant party face to face.
- If the grievance cannot be resolved informally, the complainant is required to provide written details of his/her concerns and the reasons for the grievance to the P&C Association's President, or a Vice President if the complaint is about the President. Where the complaint is about the P&C Association Executive team, it should be raised with the Principal.
- The President, or other person handling the complaint, will provide written acknowledgement of the grievance within 7 days of receiving it.
- The President, or other person handling the complaint, may initiate an informal meeting to meet with the complainant to discuss the grievance and may request further information which the complainant must provide. The complainant may choose to have an independent support person attend any meetings.
- If the matter relates to a P&C employee, member or volunteer, that person will also be informed, in writing, within 7 days of the grievance being received. The person against whom the complaint is made will not receive a copy of the complaint unless written permission is given by the complainant to share the document.
- Following the investigation of the complaint, the outcomes of a formal grievance process may include (but not be limited to):
 - recommendation to amend policies
 - recommendation to alter practices
 - agreement between the parties involved
 - access to training and development for the parties involved
 - disciplinary action including a restriction on membership (following Constitutional procedures) or formal employment review as allowed in employment agreements and as permitted by the relevant Employment Award.
- Where a person disagrees with the outcome of a complaint, s/he may lodge an appeal or further grievance with the school principal.