



**This procedure is for used for serious complaints and grievances, after the [Communications Protocol](#) has been used.**

How should a grievance be raised?

If you have a grievance, you should, if it is appropriate, try in the first instance to address the grievance directly with the person involved.

If you have a grievance that cannot be resolved directly with the person involved you should:

1. In the first instance, raise it with the Principal or
2. if it is not appropriate that it be raised with the Principal, for example due to a perceived conflict of interest, raise your grievance with a member of College.
3. If the grievance is about the Principal, raise your grievance with a member of the Board of Directors.
4. If you have any queries about using this grievance process, you should contact the Principal for advice.

### What will the School do if a grievance is raised?

The School will determine the most appropriate method of dealing with the grievance. This could include (among other things):

1. requesting further information from you;
2. requesting information from other co-workers or third parties;
3. meeting with you or others involved in the grievance;
4. reviewing and responding to the grievance or arranging for an appropriate person to review and respond to the grievance; or
5. facilitating a meeting between you and the person(s) that the grievance is about.

On receipt of a grievance the School will generally take the following steps:

1. determine the best method of handling the grievance;
2. advise you of the likely steps that will be undertaken by the School in relation to the grievance;
3. advise the person(s) that the grievance is about of the nature of the grievance and seek their response;
4. collect any additional information the School considers necessary to properly review the grievance;  
and
5. advise both you and the person(s) that the grievance is about of the School's response to the grievance and if appropriate, any proposed action to be taken.
6. take steps to ensure that the person managing the grievance doesn't decide a case where they have



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a perceived or real conflict of interest.

However, there may be circumstances in which some of the steps outlined above are not appropriate and the School will determine, in its absolute discretion, on a case by case basis the most appropriate method of handling the grievance.

This grievance procedure may be varied from time to time.