

Jesus said, "I am the vine,
You are the branches."
John 15.5

GOLDEN GROVE OUT OF SCHOOL HOURS CARE

Grievance Policy

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POLICY STATEMENT ON GRIEVANCE PROCEDURES

GGOSH



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GGOSH fosters positive and harmonious relations between all levels of management. Every staff member has the right to a harmonious and responsive working environment. Solutions are sought to all disputes, issues or concerns that affect the operation of the service in a fair and prompt manner.

HOW POLICY WILL BE IMPLEMENTED (specific policies and procedures)

- In the interests of everyone concerned all grievances should receive a high priority and should be resolved as quickly and effectively as possible.
- All parties to a grievance should try to resolve the matter informally through discussion, moving to formal processes only if this does not succeed.
- Confidentiality is vital; no-one may discuss information about a grievance outside the grievance procedures.
- A person who has commenced a grievance process may withdraw and stop the process at any time without penalty.
- No person suffer any personal or professional disadvantage because s/he decides to pursue a grievance.
- Every attempt should be made to resolve grievances in ways which are agreeable to all the parties concerned.
- Where formal procedures are used in resolving a grievance, these should be clearly documented. This documentation should be kept secure and confidential until the grievance is resolved, then it should be destroyed (unless the outcome of the grievance requires that it be kept for a period of time).
- All grievances should be handled according to the grievance procedures adopted by GGOSH

Consultative Committee

- Committee members will be provided with clear written guidelines detailing grievance procedures.
- Committee members will be provided with clear information about their roles and responsibilities and detailed guidelines about the service's philosophy, policies and procedures.
- All discussions during committee meetings will be treated as confidential.
- If a committee member is unhappy with the way a decision has been reached at a committee meeting or with a particular action of the committee, they may:
 - » ask to have the grievance tabled at the next meeting for open discussion, or discuss the problem with the Director.
- If the matter is not resolved it will be forwarded on to school council, they will try to resolve the situation, and provide feedback to the aggrieved member(s).

Parents

- Parents will be provided with clear written guidelines detailing grievance procedures.
- Parents will be provided with information about the service's philosophy, policies and procedures.
- All confidential discussions with parents will take place in a quiet area away from others.
- Parents' names remain confidential. Parents will have the option of remaining anonymous in providing written information.

Parent and Staff conflict

- The parent should discuss the problem with the relevant staff member.
- If, after discussion with the relevant staff member, the parent feels action is necessary, they should take the matter up with the Director.
- If the parent still feels the problem is not resolved, the Director may offer to take the matter to the Consultative Committee for guidance, or the parent may write directly to the committee to explain the problem.
- The committee will advise the Director of its decision and the Director will convey that decision to the parent and staff member concerned, or the committee will write directly to the parent concerned to advise of the decision.

Parent and Management conflict

- The parent should discuss the problem with the Director
- If the parent still feels, after discussion with the Director action is necessary, they should ask the Director to raise the issue at the next Consultative Committee meeting. Alternatively the parent may write directly to the committee to explain the problem.
- The Consultative Committee will advise the Director of its decision and the Director will convey that decision to the parent concerned, or the committee will write directly to the parent concerned to advise of the decision.
- If the parent still feels the problem is not resolved they can request a meeting with the Principal. The Principal will discuss the issue further with the parent. involved and will work closely with them to resolve the issue. The final stage if it can't be resolved is to pass it onto School Council, which will make decisions and deal with the conflict.

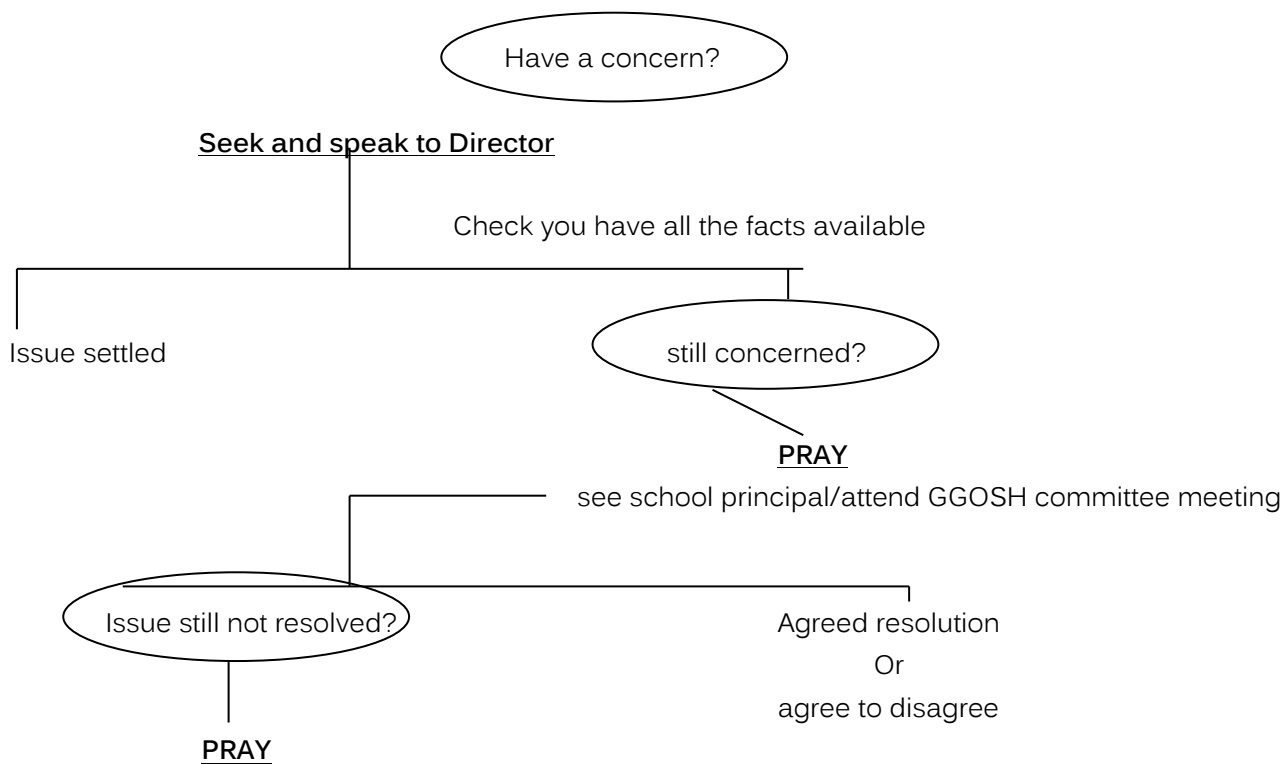
References

Quality Practices Guide for Outside School Hours Care 2003

Quality Area 8 Managing to Support Quality

Principal 8.2- Management and Staff support each other and communicate effectively

GRIEVANCE PROCEDURE—COMPLAINTS

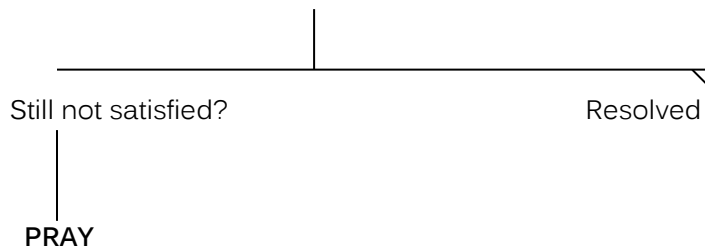


Both parties meet with:

- 1: Principal
- 2: Another staff member

PRAY

Situation monitored (i.e. outcome unsatisfactory)
 Further discussion with all members of the above group, or
 School Council members, or
 Administration Team, or
 Consultative Mechanism Group



School Council to decide between:

- 1: Mediator, agreeable to all, appointed in consultation with District Director (e.g. LEC member).
- 2: 'ACCESS' counsellor.

Refer to the Grievance map ... This appears in the Family and Staff Handbooks.

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Date Revised

Comments