



Beaumont Road Public School Parents & Citizens' Association

Grievances, Complaints and Disputes procedure

Version control

Version number	Description of changes	Date
V1	Draft for consultation	21 Oct 2014
V2	Final for approval	9 Dec 2014

1. Grievances, Complaints & Disputes Procedure

- 1.1. The Beaumont Road Public School P&C Association ('BRPS P&C') is committed to providing an environment where the concerns of all BRPS P&C members, volunteers or employees, staff of Department of Education and Communities and students enrolled at Beaumont Road Public School are dealt with in a timely and appropriate manner.
- 1.2. A grievance or complaint may be received by BRPS P&C in relation to a fellow member, volunteer or employee. A grievance is a complaint about any situation, which is considered by the complainant to be wrong, mistaken, unjust or discriminatory.
- 1.3. Where a complaint relates to a Department of Education and Communities employee or student the complaint should be lodged directly with the Principal in accordance with the policies of the Department of Education and Communities.

2. Principles:

- 2.1. Complainants should not instigate grievances that are frivolous, vexatious or malicious.
- 2.2. Grievances and information arising from the handling of the grievance must be treated confidentially.
- 2.3. Concerns should be raised as early as possible after the incident relating to the complaint has occurred.
- 2.4. The principles of natural justice will be observed throughout. This means that before a decision is made, the person who has been implicated 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 witness present.

3. Procedures

- 3.1. Complainants should endeavour to resolve the issue themselves with the relevant parties face to face.
- 3.2. If the grievance cannot be resolved informally, the complainant should provide written details of their concerns and the grounds for the grievance to their immediate supervisor (if they are an employee), to the BRPS P&C President or to the Vice President (if the complaint is about the President). Where the complaint is about the BRPS P&C Executive it may be raised with the P&C Federation along with a copy of this procedure and all relevant policies.
- 3.3. The person handling the complaint (as described in section 6.2 above) will initiate an informal meeting with the complainant to discuss the grievance and may request further information which the complainant must provide.
- 3.4. The complainant may have an independent witness attend any meetings.
- 3.5. The person handling the complaint (as described in section 6.2 above) will provide written acknowledgement of the grievance being lodged within seven (7) days of receiving the grievance.
- 3.6. If the matter pertains to another BRPS P&C employee, member or volunteer, that person will also be informed, in writing, within seven (7) days of the grievance being lodged. The person against whom the complaint is made will not receive a copy of the complaint unless written permission is expressly given by the complainant to share the document.
- 3.7. Grievances are to be resolved no later than six weeks after the complaint is lodged. The outcomes of a formal grievance process may include (but not be limited to): a recommendation to amend policies; a recommendation to alter practices; an agreement by parties regarding interactions; access to training and development; or disciplinary action

including a restriction on membership or formal employment review as allowed in employment agreements and as permitted by the relevant Employment Award.

- 3.8. Where a person disagrees with an outcome of a complaint they may lodge an appeal or further grievance with any relevant government agency or to the P&C Federation if the matters involve volunteers.

4. Enactment

- 4.1. BRPS P&C has adopted this Grievances, Complaints and Disputes procedure at a general meeting of the members on the 10th day of March, 2015.

Signed

President:



NAME:

CAREY FRANCIS

Witnessed

Principal:



NAME:

MALLOCH McDONALD