



TIWI COLLEGE



Complaints and Grievances Policy

Rationale

In the working life of the college, there will be times and situations when the staff of the school do not meet expectations. Due to our cross cultural context there may be instances of an incorrect perceived lack of professionalism.

This policy is meant to be a simple guide for the college 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 College 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, ideally *the Tiwi Liaison Manager*, 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 Tiwi College have a dispute – the Grievance procedure may also be followed.

Aims

- Tiwi College 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

- The College will keep a record of grievances and any processes implemented to seek resolution.
- Where complaints and grievances involve Tiwi, unless the person is a subject of the complaint, the Tiwi Liaison Manager and/or Tiwi from appropriate skin group will always be present.
- The Tiwi Education Board will take appropriate measures to uphold the good name and reputation of the College and/or persons affected proven should complaints be resolved to be defamatory
- Should complaints be communicated in a hostile or offensive manner any meeting will be stopped and reconvened at another time.
- The members of each party have the responsibility of demonstrating an intention to act accordingly



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Procedures & Key Responsibilities

The Tiwi Liaison Manager 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 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
- If required, seek the Assistant Principal, Family Group Home Coordinator or Principal 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 Tiwi Liaison Manager 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
- If required, the Tiwi Liaison person will arrange a mutually convenient time for matters to be heard and discussed.

All College 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.



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Grievance Procedure

- The purpose of the Grievance Procedure is to provide the Tiwi College 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, a Family Group Home Parent or our Counselor
- Allow a reasonable timeframe for the issue to be addressed.
- If the issue continues, speak to the Tiwi Liaison Manager and ask for it to be addressed.
- If the grievance is not addressed arrange a time for you, the Tiwi Liaison Manager and the Assistant Principal to formally address the issue

Parents/Carers with a grievance:

- For any issue related to pastoral and/or learning speak to the Tiwi Liaison Manager
- 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, the Tiwi Liaison Manager and the Principal to formally address the issue

For grievances relating to the Principal:

- Speak to the Tiwi Liaison Manager
- 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, the Tiwi Liaison Manager and nominated members of the Tiwi Education Board to address the issue



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