

# Grievance and Reconciliation Procedures

Procedure number	6.6.1	Version	10
Drafted by	Deputy Principal (Operations)	Approved by Principal	August 2021
Responsible role	Deputy Principal (Operations)	Scheduled review date	August 2022

## INTRODUCTION

These procedures are to be used by adult members of the School community when attempting to resolve a grievance.

## PROCEDURES

The following steps outline the recommended process to be used by members of the St Andrew's School community when attempting to resolve a grievance:

### Step 1 - Attempt Personal Resolution

If it is appropriate to do so, attempt to resolve the grievance with the person involved. This will usually involve making a time to meet with the person to discuss the issue and attempt to achieve a successful resolution. It will be advantageous to prepare for this meeting by thinking about the issue so that you can clearly communicate your grievance including the impact that it has had on you and what steps or actions are necessary to resolve it.

### Step 2 - Start the Formal Process – Summarise in Writing

If an unsuccessful attempt at personal resolution has been made or the nature of the grievance precludes approaching the person involved then the formal process may be enacted. This will include making a summary in writing of the grievance including any attempts to resolve it informally.

### Step 3- Seek Advice / Support (Deputy Principal (Operations))

Make a time to see the Deputy Principal (Operations). At this meeting you can outline the details of your grievance and discuss the options and preferred course of action to resolve the grievance. The Deputy Principal (Operations) will, where possible maintain confidentiality and your privacy. However it may be necessary for the Deputy Principal (Operations) to refer to the Principal or seek advice from suitable qualified internal or external experts to facilitate resolution. The potential strategies for resolution will be constructed and the most appropriate course of action discussed and agreed to.

### Step 4 – Attempt at Formal Resolution (Deputy Principal (Operations))

The agreed strategy will be implemented. Potential strategies are numerous and will vary depending on the nature of the grievance.

### Step 5 – Resolution or Referral (Principal)

If the grievance has been resolved then no further action will be taken other than follow up actions at an appropriate time to ensure that the strategy used to resolve the grievance has indeed been successful. If, however, the issue has not been resolved then the grievance will be referred to the Principal including all notes and records made by the Deputy Principal (Operations)

### Step 6 – Further Referral (Chair of Board)

If the Principal has been unable to resolve the grievance then it may be appropriate for the Principal to refer the grievance to the Chair of the School Board.

### Step 7 – External Support

If after referral to the Chair of the School Board the grievance has not been resolved then the individual may seek the support of an external representative of their choice.

## RELATED DOCUMENTS

Grievance and Reconciliation Policy  
Grievance and Reconciliation Flowchart

## AUTHORISATION

Principal, St Andrew's School

# Grievance and Reconciliation Procedures Flowchart

Policy number	6.6.1B	Version	8
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