



## COMPLAINTS AND GRIEVANCES POLICY

Approved by DSC School Board  
Issue Date: 2016  
Revised: July 2016  
Next Review Due: 2019



## RATIONALE

Domino Servite College is committed to resolving conflict situations and concerns directly and promptly. A Biblical approach is the foundation for the management of any grievances.

Whilst every endeavour will be made to maintain Godly, pro-active working relationships, from time to time it is possible that concerns, misunderstandings and disagreements may arise.

Neither the Minister for Education and Child Development nor the Department for Education and Child Development has any power to directly intervene in any complaints relating to the operations of a non-government School.

## SCRIPTURAL BASE

Scriptural references relevant to conflict and grievance procedures are:

- **Romans 12: 9-18**

<sup>9</sup>Let love be without hypocrisy. Abhor what is evil. Cling to what is good.<sup>10</sup>Be kindly affectionate to one another with brotherly love, in honour giving preference to one another; <sup>11</sup>not lagging in diligence, fervent in spirit, serving the Lord; <sup>12</sup>rejoicing in hope, patient in tribulation, continuing steadfastly in prayer; <sup>13</sup>distributing to the needs of the saints, given to hospitality.

<sup>14</sup>Bless those who persecute you; bless and do not curse. <sup>15</sup>Rejoice with those who rejoice, and weep with those who weep. <sup>16</sup>Be of the same mind toward one another. Do not set your mind on high things, but associate with the humble. Do not be wise in your own opinion.

<sup>17</sup>Repay no one evil for evil. Have regard for good things in the sight of all men. <sup>18</sup>If it is possible, as much as depends on you, live peaceably with all men.

- **Romans 13: 8-11**

<sup>8</sup>Owe no one anything except to love one another, for he who loves another has fulfilled the law. <sup>9</sup>For the commandments, "You shall not commit adultery," "You shall not murder," "You shall not steal," "You shall not bear false witness," "You shall not covet," and if there is any other commandment, are all summed up in this saying, namely, "You shall love your neighbour as yourself." <sup>10</sup>Love does no harm to a neighbour; therefore love is the fulfillment of the law.

<sup>11</sup>And do this, knowing the time, that now it is high time to awake out of sleep; for now our salvation is nearer than when we first believed.

- **Ephesians 4: 25-27**

<sup>25</sup>Therefore, putting away lying, "Let each one of you speak truth with his neighbour," for we are members of one another. <sup>26</sup>"Be angry, and do not sin": do not let the sun go down on your wrath, <sup>27</sup>nor give place to the devil.



### **TYPES OF DISPUTES RELEVANT TO THIS POLICY**

General complaints relevant to this policy include:

- The College, its employees or students have done something wrong, failed to do something they should have done or acted unfairly
- Impolite or inappropriate communication
- Students or teachers behaving contrary to their relevant code of conduct
- Concerns regarding assessment, learning or reporting for students
- School fees or other administrative issues

Complaints outside of the scope of this policy include:

- Bullying which is managed as detailed in the Anti-Harassment Policy
- Suspension and expulsion disputes which are covered in the Behaviour Management Policy
- Child protection and abuse concerns which are covered in the Sexual Harassment Policy and Child Protection Policy
- Violence or criminal matters which should be directed to the Principal who can then involve Police if required

### **GRIEVANCE PROCEDURE**

Most complaints and grievances will be resolved on an informal basis between the relevant parties. The aim is to:

- Handle grievances speedily, without bias and prejudice
- Promote healthy restored relationships
- Resolve at the lowest possible level

The relevant person or teacher will ensure the grievance is managed as follows:

- Solved as close as possible to the source
- Handled with fairness and without bias
- All parties are given the opportunity to express their viewpoints
- Outcomes do not result in victimisation

If the complaint or grievance cannot be resolved at an informal level the following procedure takes place:

- The matter should be referred to the Principal in writing (see Appendix).



- The Principal will then investigate the matter further and arrange an interview with relevant parties as deemed necessary.
- If a satisfactory resolution is reached, the matter is closed. If no agreement is reached, arbitration or the delivery of a directive by the Principal may be issued. This process must be documented.
- If the arbitration or directive is not accepted the complainant must lodge their grievance in writing to the Principal once again.
- The Principal may once again arrange a meeting with the relevant parties. At this stage the College Board may also hear the grievance and pass down a determination that will take the form of a recommendation to the Principal. The Principal may give a directive. Following this, the process is completed as far as the College is concerned.
- Complainants not accepting the directive at this point will need to consider external legal processes if they wish to pursue the issue further.

Note: Where the grievance is against the Principal and the issue is not resolved at an informal level, the College Board shall be involved.

## **CONCLUSION**

The overriding emphasis of the New Testament is upon love, forgiveness, grace, and doing what is right in the eyes of God. Where conflicts arise we should act swiftly to dispel any grievances that may occur within the College community.



**APPENDIX**

**FORMAL COMPLAINT NOTIFICATION FORM**

Full Name: \_\_\_\_\_

Daytime Ph: \_\_\_\_\_ After Hours/Mobile Ph: \_\_\_\_\_

Have you attempted resolving the issue before proceeding to lodgment of a Formal Complaint? YES NO

If YES, please provide details:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Description of complaint:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Names of witnesses or support people (if applicable):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I acknowledge that the above is true and accurate to the best of my knowledge.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_