



Clovelly Public School P&C Association

Grievances, Complaints and Disputes Procedures Policy

The Clovelly Public School Parents & Citizens Association ('CPS P&C Association') is committed to providing a safe, harmonious and tolerant environment where all financial members, volunteers and employees of CPS P&C Association, staff of the Department of Education and students enrolled at Clovelly Public School concerns are dealt with in a timely and appropriate manner

Scope

A grievance or complaint may be submitted by anyone to the CPS P&C Association in relation to the activities and responsibilities of the financial members, volunteers and employees of the CPS P&C Association. Where a complaint relates to a Department of Education employee or student the complaint should be lodged directly to the Principal in accordance with the policies of the Department of Education.

A grievance is a complaint about any situation, which is considered by the complainant to be wrong, mistaken, unjust or discriminatory. Breaches of the CPS P&C Association policies are also subject to this complaints procedure.

General Principles:

- Complaints should not be frivolous, vexatious or malicious.
- Complaints and information arising from the handling of the complaint must be treated sensitively and confidentially.
- Complaints will be acknowledged and handled promptly.
- Concerns should be raised as early as possible after the incident relating to the complaint has occurred, and in any event not longer than 6 months after the incident occurred.
- The principles of natural justice will be observed throughout. This means before a decision is made the person who has been implicated has the right to be informed about the nature and content of the complaint, has the right to be heard by an unbiased decision maker and has the right to have a support person / witness present.



Procedures:

a) Informal:

Complainants should endeavor to resolve the issue themselves informally with the relevant parties face-to-face. Where CPS P&C Association employees wish to make a complaint, they may do so informally to their immediate supervisor. Likewise, Committee members may address complaints informally to the Committee chairperson.

If the informal complaints procedure is not appropriate or feasible, or has already been exhausted, complainants may submit a written complaint using the formal process below.

b) Formal:

If the complaint cannot be resolved informally, the complainant should provide written details of their concerns and the grounds for the complaint to the P&C Officers. Where the complaint is about a P&C Association Officer, it may be raised with the P&C Federation, along with a copy of these procedures and all relevant policies.

Steps involved in responding to a formal complaint

Two members of the P&C Officers will be assigned the responsibility for dealing with a written complaint. In dealing with the complaint, the Officers will:

- a. Provide written acknowledgement of the complaint within 7 days of receiving the complaint.
- b. If the matter pertains to another CPS P&C Association employee, member or volunteer that person will also be informed, in writing, within 7 days of the complaint being lodged. The person against whom the complaint is made ('respondent') will not receive a copy of the complaint unless written consent is given by the complainant to share the document.
- c. Provide both the complainant and the respondent with the opportunity to present their cases.
- d. Examine relevant documentation and policies and procedures
- e. Initiate separate meetings with the complainant and the respondent to discuss the complaint and may request additional information, which must be provided. Both the complainant and the respondent may have an independent support person attend any meetings.



- f. Complaints are to be resolved no later than 6 weeks from the date the complaint is lodged.
- g. Upon resolution of the complaint, the complainant and respondent should receive written notification of the outcome of the complaint, with reasons given for the outcome.

c) Outcomes

The outcomes of the complaints process may include, but are not limited to:

- recommendation to amend or alter policies,
- agreement by parties regarding interactions,
- access to training and development, or
- disciplinary action including: a restriction on membership of the CPS P&C Association or formal employment review as allowed in employment agreements and as permitted by the relevant Employment Award.

d) Appeals

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 P&C Federation where the matters involve volunteers.

This grievance, complaints and disputes procedures policy is as adopted by the CPS P&C Association general meeting on May 8th 2018.

CLOVELLY P&C PRESIDENT

Print Name: Anna Egeressy

Signature:

CLOVELLY P&C SECRETARY

Print Name: Katrin Baldow

Signature:



Related Documents:

CPS P&C Association By-laws and Membership Form

CPS P&C Association Code of Conduct Policy CPS P&C

Association Social Media Policy