



montessori school

Banksia Montessori School

Grievance Resolution Policy

2.0

Revision Notice

This is a managed document. All copies of this document once revised are obsolete and shall be destroyed.

This Grievance Resolution Policy document is:

- Version 2
- Dated October 2020

This document was compiled using Microsoft Word 2016.

Revision History:

| Version Number | Date | Modification | Author |
|----------------|--------------|------------------------------------|---------------------|
| 1.0 | June 2019 | New document | Fleur van Butzelaar |
| 2.0 | October 2020 | Entitlement of complaint addressed | Belinda Johnston |

The Grievance Resolution Policy will be reviewed every three years.

Grievance Resolution Policy

1.1 Introduction

Banksia Montessori School welcomes suggestions and comments from staff, parents, guardians and members of the wider community, taking any complaint that may be raised, seriously. This Grievance Resolution Policy provides definitions for all terms used and it outlines how complaints are managed.

All complaints will be resolved as quickly as possible. Once a complaint has been made it will be dealt with within 7 days. If it is not resolved within 7 days a further 21 days may be taken to resolve it. The complainant will remain informed of all efforts being made to resolve their complaint in person and/or in writing within the first 7-day period. Should the complaint not be resolved within 7 days, all further efforts to resolve the complaint will be conveyed as and when they occur to the complainant, in writing.

1.2 Definitions

- ***Banksia Montessori School Community:*** staff, parents and guardians connected to Banksia Montessori School.
- ***Complainant:*** any member of the Banksia Montessori School Community or member of the wider community who makes a complaint.
- ***Complaint:*** the expression of dissatisfaction by a complainant regarding the action of a member of the Banksia Montessori School Community, who perceives that action as adversely affecting them. A response to, or resolution of, a complaint is explicitly or implicitly expected or legally required.
- ***Confidentiality:*** the requirement, that matters that are part of a grievance resolution process must remain confidential between the complainant concerned and any other parties who have a legitimate interest in the process.
- ***Resolution:*** an outcome of a complaint that is satisfactory to both parties.

1.3 Key principles

- Banksia Montessori School is open to the concerns of complainants;
- Complainants can expect to be taken seriously;
- Complaints will be processed without prejudice;
- Complaints are dealt with in a timely manner and complainants are kept informed;
- Confidentiality will be maintained;
- A record of complaints will be kept in the Complaints Log (see Appendix A), and regularly reviewed with a view to assessing the School's services and the grievance management system;
- All complaints, including anonymous ones, will be investigated thoroughly;
- Resolution of the complaint will be sought;
- The School Council regularly reviews policies, procedures and practices in the light of complaints received and patterns revealed.

1.4 The grievance resolution procedure

Complaints to be resolved by the School Principal

A formal discussion, regarding the complaint, is held between the relevant parties and the School Principal. Each stage in this process is recorded in the Complaints Log (see Appendix A).

If the complaint is **satisfactorily resolved**, the complainant is sent a written outline of the Resolution (and the rationale) by the School Principal and the School will retain a record of the complaint (and its Resolution) in the Complaints Log.

Complaints to be resolved by the School Council

If the complaint is **not satisfactorily resolved** by the School Principal, a formal written complaint is sent to the Chairperson of the School Council. A written acknowledgement will be sent to the complainant and the issue is discussed at the next School Council meeting. All correspondence and discussions are noted in the Complaints Log.

If a complaint is about the School Principal, a formal written complaint is sent to the Chairperson of the School Council. The Chairperson will then discuss the complaint with the School Principal. The complainant will be sent written acknowledgment of the complaint and the steps to be taken to resolve the complaint. If the complaint is **satisfactorily resolved**, the complainant is sent a written outline of the Resolution (and the rationale) and the School will retain a record of the complaint (and its Resolution) in the Complaints Log.

Complaints to be resolved by external/third parties

Banksia Montessori School cannot entirely rule out the need to make external/ third parties outside the School aware of the complaint and possibly also the identity of those involved. This may likely happen where, for example, a child's safety was at risk or it became necessary to refer matters to the Police.

If considered appropriate, Banksia Montessori School could use an external independent adjudication process involving (but not limited to) the following external, third parties:

- Lavan Legal
- AISWA (advice only)
- Equal Opportunity Commission (advice only)

The complainant will be fully informed if any of the above are deemed necessary.

1.5 Fair process

Fairness must be accorded to both the complainant and the person against whom the complaint is made. This requires that:

- Each party has an opportunity to be heard in person or in writing as appropriate and to respond to the allegations and/or evidence offered by the other;
- Issues or facts which are disputed are investigated;
- The investigator is free from bias or the perception of bias and, in particular, is not 'judge' in his or her own cause;

- Any complaint outcome is supported by the evidence, necessitating a finding on the balance of probabilities in the event of a dispute of fact;
- The complaint outcome is finalised by an adjudicator from Lavan Legal, who is free from bias or the perception of bias;
- The outcome is consistent with established School policy.
- If a complaint is satisfactorily resolved, the complainant will be sent a written outline of the Resolution and how it materialised.

If the mediation process does not result in the dispute being resolved, the parties may seek to resolve the dispute in accordance with the Act or through legal proceedings.

Sometimes the very acknowledgement of an issue by the school brings relief to the complainant.

Satisfaction for a complainant may come from any of the following:

- Knowing that changes have been made and that matters will be different in future;
- Knowing that the school is now alert to a possible problem;
- Feeling that their concern has been validated;
- An outcome which may be different from the one they sought, but which they perceive to be well-considered;
- A considered letter;
- An apology.

Entitlement of complaint addressed

Students, parents, members of the community, and employees of the Department in their private capacity are entitled to have their complaints addressed by a principal, director/line manager or the Director General (the CEO of the Dept of Education Officer) or their respective delegates as appropriate.

1.7 Review process

The Complaints Log will be reviewed bi-annually to assess:

- Any patterns that may emerge in complaints;
- The quality of service being delivered at Banksia Montessori School;
- The general management of the grievance resolution process.

| Grievance Resolution Policy | |
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| Signed by Chairperson: | Council Approval Date: 11 th June, 2019 |
| | Council Review Date: June 2022 |

Appendix A

Complaints Log

| Date: |
|--|
| Child's name (if applicable): |
| Parent's/Guardian's name (if applicable): |
| Complainants name: |
| 'Party' dealing with complaint: |
| Complaint: |
| Outcome/Resolution: |