

Grievance Policy

General principles

We aim to provide a fair, equitable and productive environment for all board members, employees, parents and students. This policy seeks to support the achievement of this goal by providing a transparent and consistent process for resolving grievances.

Negotiated solutions will aim to address the key issues and be acceptable to all individuals or parties involved without ascribing blame, victimisation or discrimination. Complainants will not suffer any disadvantage, victimisation or discrimination as a result of raising a grievance, with minimum stress and maximum protection for all concerned.

Every stakeholder has a responsibility to comply with this policy and to treat everyone at Bonneville Academy with dignity and respect. Seeking redress of a trivial or vexatious issue through a grievance procedure will not be tolerated and may result in disciplinary action or termination.

Definitions

Grievance:

A wrong or hardship suffered (real or perceived), which is the grounds of a complaint.

Complaint:

An expression of grievance, dissatisfaction or concern.

Victimise:

To act or omit to act towards a person in a way which is intended to cause disadvantage to that person because they have made a complaint, or may make a complaint, or may be or are the subject of a complaint.

Rights and responsibilities

Everyone has the right to:

- Make a complaint to the appropriate person.
 - A complaint with staff or a volunteer will be made to the school director.
 - A complaint involving the school director or a board member will be made to the Executive Committee.
 - All complaints must be in writing either by formal letter or email.
- Be treated with respect and impartiality and provided with support throughout the process
- Have the principles of natural justice and procedural fairness observed. This means:
 - complaints must be fully described by the person with the grievance
 - the person who is the subject of concern must be informed of all the allegations in relation to his/her behaviour
 - the person who is the subject of concern must have a full opportunity to put forward their case

- all parties to the complaint must have the right to be heard
 - all relevant submissions and evidence must be considered
 - irrelevant matters must not be taken into account
 - the decision-maker must be impartial, fair and just
- Investigations and proceedings are conducted honestly, fairly and without bias.
- No undue delay in investigations and proceedings.

Grievances must be in writing either by formal letter or email.

Bonneville Academy is dedicated to creating and maintaining a positive and dynamic environment and culture. Gossip, rumours, negative discussions and speculation about board members, employees, parents or students will not be tolerated.

It is the responsibility of all parties involved in a grievance to participate fully in the resolution process in good faith. Confidentiality must be respected and maintained at all times within the constraints of the need to fully investigate the matter, subject to any legal requirements for disclosure and consistent with the principles of natural justice.