

Chatswood Public School

Parents and Citizens' Association

Grievance and Complaints Policy and Procedures

A grievance is a concern or complaint about any situation which is considered by the complainant to be wrong, mistaken, inappropriate, unjust or discriminatory.

Chatswood Public School's P&C Association is committed to providing an environment where any grievance or complaint associated with the Association's members, volunteers, staff or operations are dealt with in a timely, appropriate and fair manner.

Where a complaint relates to a Department of Education employee (e.g., teacher) or student, the complaint should be lodged directly with the School Principal in accordance with the policies of the Department of Education.

Guiding principles

- A person making a complaint (the complainant) should not initiate a grievance that is frivolous or malicious.
- A complaint and information arising from the handling of the complaint must be treated confidentially.
- A complaint should be raised as early as possible after the incident of concern has occurred.
- The principles of natural justice will be observed throughout. This means before a decision is made, any person who has been implicated in a complaint has the right to be informed about the nature and content of the grievance, has the right to be heard by an unbiased decision maker, and has the right to have a witness present.

Procedures

- A complainant should endeavour to resolve the issue his/herself with the relevant parties face to face.
- If the grievance cannot be resolved informally, the complainant should provide written details of his/her concerns and the reasons for the grievance to the P&C Association's President, or a Vice President if the complaint is about the President. Where the complaint is about the P&C Association Executive, it may be raised with the P&C Federation of NSW.
- The President or other person handling the complaint will initiate an informal meeting with the complainant to discuss the grievance and may request further information which the complainant must provide.
- The complainant may have an independent witness attend any meetings.

- The President or other person handling the complaint will provide written acknowledgement of the grievance within 7 days of receiving it.
- If the matter relates to a P&C employee, member or volunteer, that person will also be informed, in writing, within 7 days of the grievance being received. The person against whom the complaint is made will not receive a copy of the complaint unless written permission is given by the complainant to share the document.
- A grievance is to be resolved no later than six weeks after the complaint is received.
- The outcomes of a formal grievance process may include (but not be limited to):
 - recommendation to amend policies
 - recommendation to alter practices
 - agreement between the parties involved
 - access to training and development
 - disciplinary action including a restriction on membership or formal employment review as allowed in employment agreements and as permitted by the relevant Employment Award.
- Where a person disagrees with the outcome of a complaint, s/he may lodge an appeal or further grievance with the Department of Education or the P&C Federation of NSW.

Amendment of this document

This Grievance and Complaints Policy and Procedures document will be reviewed by the Association's Executive Committee at a minimum every two years to ensure currency. Proposed amendments will be submitted as a motion on notice for discussion and approval by members at a general meeting of the Association.