Grievance, Complaints & Disputes Procedures

The Castle Hill Public School Parents & Citizens Association Consolidated is committed to providing an environment where all P&C Association members, volunteers to the P&C Association, employees of the P&C Association, staff of Department of Education and students enrolled at Castle Hill Public School concerns are dealt with in a timely and appropriate manner.

A grievance or complaint may be received by the P&C Association in relation to a fellow member, volunteer or P&C Association employee. 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.

Principles:

* Complainants should not instigate grievances that are frivolous, vexatious or malicious.
* Grievances and information arising from the handling of the grievance must be treated confidentially.
* Concerns should be raised as early as possible after the incident relating to the complaint has 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 grievance, have the right to be heard by an unbiased decision maker and have the right to have a witness present.

Procedures:

* Complainants should endeavour to resolve the issue themselves with the relevant parties face to face.
* If the grievance cannot be resolved informally, the complainant should provide written details of their concerns and the grounds for the grievance, to their immediate supervisor where they are an employee and to the P&C Association President or the Vice President where the complaint is about the President. Where the complaint is about the P&C Association Executive it may be raised with (insert an independent third party here, for example P&C Federation) along with a copy of these procedures and all relevant policies.
* The supervisor/President or person handling the complaint as described in these procedures 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 supervisor/President or person handling the complaint as described in these procedures will provide written acknowledgement of the grievance being lodged within 7 days of receiving the grievance.

* If the matter pertains to another P&C Association employee, member or volunteer that person will also be informed, in writing, within 7 days of the grievance being lodged. The person against whom the complaint is made will not receive a copy of the complaint unless written permission is expressly given by the complainant to share the document.
* Grievances are to be resolved no later than six weeks after the complaint is lodged.
  The outcomes of a formal grievance process may include (but not limited to): recommendation to amend policies, recommendation to alter practices, agreement by parties regarding interactions, access to training and development or 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 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 Castle Hill Public School P&C Association general meeting on December 14, 2016.

Signed President: _____ NAME: 28/7/2020

Witnessed Principal: _____ NAME: 28/7/20

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