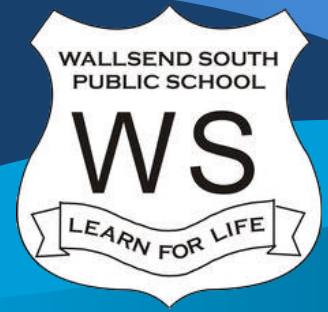


Wallsend South Public School P&C



Grievance, Complaints & Disputes Procedures

The Wallsend South Public School P&C Association 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 Wallsend South 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 the Principal 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.

Document Created by Kellie Cathcart 17th February 2022

Document to be reviewed in February 2023