



**AUSTRALIAN INDUSTRY
TRADE COLLEGE**

The Future of Industry Begins Here



3.4.10 GRIEVANCE POLICY STATEMENT

3.4.10 Grievance

Definition:

A grievance is a real or imagined cause for complaint pertaining to unfair treatment by another person in the organisation or engaged in the organisation (i.e. parent, student etc)

A complaint is an expression of dissatisfaction with a real or perceived problem. A complaint may be made if a parent/guardian thinks that the College has, for example:

- done something wrong;
- failed to do something it will have done; or
- acted unfairly or impolitely.

A complaint may be made about the College as a whole, about a specific section of the College or about an individual member of staff.

Company Policy:

In all cases of grievance, the College Board will support the decisions of the CEO as he follows the official grievance policy and procedure outlined in this manual. (See procedure for actions of grievance against the CEO in particular circumstances where the Board will become involved).

Grievance procedures will be included in all contracts of employment, staff and student handbooks and be published on the College website for public viewing.

Policy Procedures

- 1) All staff are expected to approach grievance issues in a fair and reasonable manner.
- 2) All grievance issues will be recorded in written format as a record for the process. These records will remain confidential and available only to authorities involved in the grievance management.
- 3) Complaints will be acknowledged immediately, or within five working days if the matter is deemed to be complex. Staff will inform parents/guardians what is happening to their concern or complaint and, if a more detailed response is needed, by what date it will be received. The issue will be dealt with as quickly as possible approached about a matter that lies outside their responsibility, staff will refer it to the appropriate person and inform the parents/guardians.
- 4) Matters incapable of resolution at a particular level will be referred to the appropriate senior person, with parents/guardians kept informed of the action being taken. This covers, for example, a complaint made to a relatively junior member of staff about a more senior colleague.
- 5) Senior staff will recognise when issues need to go straight to the CEO / Executive Principal, with whom the responsibility for processing most complaints lies.
- 6) Certain parents/guardians will wish to go straight to the CEO / Executive Principal with their concerns, and this will be respected. However, it will be explained that the CEO /

Executive Principal might not be able to respond until he/she has consulted the staff members who can provide further information.

- 7) Serious complaints will be shared with the Chairman of the College Board by the CEO / Executive Principal. There may be certain circumstances, such as complaints about the CEO / Executive Principal, when the parents/guardians will need to write directly to the Chairman, whose address will be supplied on request.
- 8) Written responses will always be discussed with the CEO / Executive Principal, who will sign the response.

Extract of AITC Policy 3.4.10 Grievance. If you require the full policy and procedures, please contact the College on 5635 0400