



Complaints Management Policy (Staff)

Overview

Hilliard Christian School (the **School**) is committed to ensuring a safe and healthy environment characterised by tolerance and support; and which also respects differing teaching and work styles and celebrates individual achievements and differences.

Part of this commitment involves ensuring staff have access to processes that allow for complaints to be managed appropriately, promptly, fairly and with sensitivity. The School takes all complaints and concerns received from staff, volunteers and those engaged in work at the School, seriously. Consistent with this commitment, this policy outlines the School's approach to addressing staff complaints.

Scope

This policy applies to School staff (including employees, contractors, and volunteers).

Framework

If you are a staff member and have a complaint, there may be a specific policy or process that can assist you to resolve your complaint:

For example:

The *Adventist Schools Tasmania Enterprise Agreement* (and once replaced, their successors) set out procedures for dealing with disputes related to matters arising under the relevant agreement, or the National Employment Standards.

The *School Anti-Bullying, Harassment and Discrimination policy* sets out a procedure for dealing with complaints regarding bullying, discrimination, and sexual harassment.

In the absence of a relevant policy or procedure, please raise the relevant grievance with:

1. Your area coordinator.
2. If about your coordinator: a member of the School Leadership Team.
3. If about a member of the School Leadership Team: the Principal.
4. If about the Principal: the Education Director: Mrs Sandra Ferry SandraFerry@Adventist.org.au
OR the Board Chair, Rick Hergenhan RickHergenhan@adventist.org.au
or via post: The Chair, 5 Eady Street Glenorchy, TAS 7010.

Hilliard Christian School – Complaints Management Policy (Staff)

Please note that in accordance with good governance, the Board entrusts the Principal with the day-to-day management of the School, and in particular its staff and students. The Principal has significant discretion regarding such matters. Accordingly, subject to the School's legal obligations, and any rights a staff member may have to seek remedies from external bodies, operational and staffing decisions made by the Principal will usually be considered final.

The Principal and Board Chair will promptly report to the Board regarding any formal staff complaints, and staff-related legal action.

Guiding Principles

The guiding principles in the *Complaints Management Policy (Staff)* apply to staff who raise a complaint with the School. When raising a complaint, staff can expect to:

- Be treated with courtesy and respect.
- Have the complaint taken seriously, considered impartially, and dealt with on the merits.
- Have the complaint dealt with in a confidential and timely manner.
- Have access to appropriate and easily understandable information regarding the complaint resolution process being followed by the School (including this policy).
- Be kept informed of the progress and outcome of the grievance.
- Not be victimised, or subjected to reprisal, for raising complaints in good faith.

In turn, the School expects that staff, when raising a complaint, will:

- Treat others (including School staff, students, and parents, both former and present) with respect and courtesy.
- Raise complaints in accordance with this policy, and as soon as possible after the event giving rise to the complaint has occurred.
- Provide complete and factual information about the complaint.
- Ask for assistance or further information as needed.
- Act in good faith to achieve a reasonable outcome.
- Be understanding and accepting of any outcome reached, being mindful that the School must sometimes manage the interests of a number of students and other individuals when making decisions, and may be privy to confidential information not known to the person raising the grievance.

Please note the processes outlined in this policy are intended to be conciliatory, non-adversarial and non-legal.

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Communication

This Policy is available to all staff via PolicyConnect

Document Information

Document Name	Complaints Management Policy (Staff)
Approver	Adventist Schools Tasmania Board of Directors
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Audience	Staff, Contractors and Volunteers
Links	
Custodian	Principal