



St Leo's College Grievance Policy

Overview

St Leo's College Residents, Staff Members, Councillors and Guests have the right to live, study and work in an environment informed by administrative norms and in an environment where decision-making is transparent and aligned with publicly accessible policies.

Residents, Staff Members, Councillors and Guests also have the right to raise complaints where they feel that there has been a departure from administrative norms in the running of the College. To this end, St Leo's College is committed to providing a policy framework that facilitates people conveniently and easily complaining should they feel that their needs have been unsatisfactorily met or that there has been an inadequate response to their complaints or concerns.

Application

The St Leo's College Grievance Policy does not respond in respect of issues considered under St Leo's

1. Anti-harassment, Discrimination and Bullying
2. Sexual Misconduct
3. Privacy
4. Resident Behaviour Management or
5. Alcohol Policies.

Matters which arise under 1-5 are considered through the policy framework imported by these instruments.

An exception to the immediate above arises when a Resident, Staff Member, Councillor or Guest has a grievance in respect of how a St Leo's College office-holder executes his/her administrative duty in 1 -5, above.

Any issue brought to the attention of a St Leo's Staff Member or the Grievance Committee for resolution under the Grievance Policy will be considered through the principles set out in the St Leo's College Privacy Policy.

Policy Statement

Grievances are most efficiently resolved when participants in the resolution process conduct themselves in a timely manner, adhering to the tenets of procedural fairness, the principles of natural justice and affording each other respect and dignity.

Procedure

1. In the first instance, complainants should raise their concerns with that person in the St Leo's organisation best placed to resolve the issue at that local level in which the issue arose. The issue may be reduced to writing at the discretion of the complainant.
2. Where efforts at 1, above fail to resolve the issue or produce a sustainable outcome, the issue should be progressed to that person in the St Leo's organisation to whom the respondent reports. At this point, the complainant must reduce his/her issue to writing.
3. Where efforts pursuant to 2, above fail to resolve the issue or produce a sustainable outcome, the issue may be referred to the Head of College. This referral must be in writing.
4. The Head of College will:
 - a. consider the complaint and decide whether the issue requires further investigation. Where he/she concludes that the matter does not require further investigation, the Head of College will supply all parties with his reasons for so finding and the actions that he believes will resolve the issue.
 - b. Where the Head of College decides that the issue warrants further investigation, the Head of College will inform all parties to the matter of his/her finding and those steps that the Head of College will require to investigate the matter.
 - c. Following the investigation, the Head of College will inform the respondent of those actions that the Head of College believes will resolve the issue.
 - d. The Head of College will inform the complainant in writing directly of those actions that the Head of College has instructed.
5. Where complainants are dissatisfied with the Head of College's attempts to resolve the issue, or where the complaint concerns the administrative choices of the Head of College him/herself, the Chair of Council will create a Grievance Committee, comprising any three members of the College Council, except for the Head of College or his/her Council nominee.
6. Thereafter, the complainant must reduce his/her complaint to writing and forward his/her complaint to the Head of College who will immediately furnish (within two business days) the Grievance Committee with the complaint.
7. The Head of College will immediately (within two business days) advise the complainant when the Chair of the Committee acknowledges receipt of the complaint.
8. The Chair will:
 - a. consider the complaint and decide whether the issue requires further investigation. Where he/she concludes that the matter does not require further investigation, the Chair will supply all parties with his/her reasons for so finding and the actions that he/she believes will resolve the issue. This shall conclude the grievance process.
 - b. Where the Chair decides that the issue warrants further investigation, the Chair will inform all parties to the matter via the Head of College of his/her finding and those steps that the Chair will require to investigate the matter.
 - c. Following the investigation, the Chair will inform the Head of College of those actions that the Chair believes will resolve the issue.
 - d. The Chair will inform the complainant in writing directly of those actions that the Chair has instructed. This shall conclude the grievance process.

End of St Leo's College Grievance Policy

Responsible Officer	Council Approval Date	Review Date
Head of College	May 2024	May 2026