

# **Lindfield Learning Village Parents and Citizens Association Incorporated**

## **Complaints, Grievance & Dispute Policy**

This policy was adopted at the General Meeting of the Association held on 4th  
June 2019.

LLV P&C Association Complaints, Grievance & Dispute Policy  
Version 01 (2019)

## **Grievance, Complaints & Disputes Procedures**

The Lindfield Learning Village P&C Association is committed to providing an environment in which any concerns raised by P&C Association members, volunteers to the P&C Association, employees of the P&C Association, staff of the Department of Education or students enrolled at Lindfield Learning Village 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 an employee or student of the Department of Education; conduct towards a child; Lindfield Learning Village operations; implementation of educational policy, the complaint should be lodged directly with 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 mistaken, unjust, discriminatory or otherwise wrong.

### **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 relevant incident has occurred.
- Any grievance that constitutes an allegation of criminal conduct, child abuse, or is otherwise required to be reported to another authority, will not be managed by the P&C unless and until it receives clearance from the relevant third party authority.
- The principles of natural justice will be observed throughout the P&C's response to a grievance. This means that, 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 in sufficient detail – at the appropriate time – to provide a meaningful response that will be heard by an unbiased decision maker; and that decisions will be based on logically probative evidence. Unless impractical, implicated parties will be provided the opportunity to have a support person present during interviews/hearings. A support person should not be a witness to the relevant incident or otherwise party to the grievance.

## Procedures:

- Complainants should endeavour to resolve the issue themselves with the relevant parties face to face. (However this does not apply if the alleged matter involves criminal conduct, child abuse or any matter that requires a report to the LLV Principal.)
- 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; otherwise 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 of Lindfield Learning Village.
- 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 and the person/s named in the complaint may have a suitable support person attend any meetings about the grievance.
- The supervisor/President or person handling the complaint as described in these procedures will provide written acknowledgement of the grievance within 7 days of receipt.
- If the matter pertains to another P&C Association employee, member or volunteer then that person will also be informed, in writing, within 7 days of the grievance being lodged.
- Grievances are to be resolved no later than six weeks after the complaint is lodged, or six weeks after the P&C has clearance from any third party investigative authority to respond to the grievance.
- The outcomes of a formal grievance process may include (but are not limited to): recommendation to amend policies or 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 the P&C Federation where the matters involve volunteers.

This grievance, complaints and disputes procedures policy is as adopted by the Lindfield Learning Village P&C Association general meeting on 4 June 2019.

Signed: \_\_\_\_\_

A handwritten signature in cursive script, appearing to read 'Jill McLachlan', is written on a light grey rectangular background.

Jill McLachlan

Lindfield Learning Village P&C President

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Witnessed by:

A handwritten signature in cursive script, appearing to read 'Melinda Sukhla', is written in black ink.

Melinda Sukhla

Lindfield Learning Village P&C Secretary

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