



Grievance Policy

1 Context

- 1.1 Cabra Dominican College is committed to working with students, parents and caregivers, and Employees in a manner which upholds the importance of building and maintaining positive relationships. An integral part of this process is providing an environment where each community member is recognised and respected as a unique individual with rights and responsibilities.
- 1.2 The College recognises the rights of its students, parents and caregivers, Employees, or visitors to the College to lodge a Grievance.

2 Policy Statement

- 2.1 Cabra Dominican College has both the desire and a responsibility to ensure that high standards of conduct are always maintained by Employees and students, and that Grievances are managed and resolved fairly, efficiently, promptly and in accordance with relevant legislation.
- 2.2 Cabra Dominican College aims to:
- (a) provide a harmonious, positive, and productive school environment;
 - (b) resolve Grievances fairly, efficiently, promptly and in accordance with relevant legislation;
 - (c) when appropriate and possible, resolve the matter at the local level, with the individuals concerned; and
 - (d) address and satisfactorily resolve Grievances in a mutually acceptable way.
- 2.3 Notwithstanding the aims set out in clause 2.2, Cabra Dominican College acknowledges that it is not always possible to resolve problems in a manner where there is mutual acceptance of the outcome.

3 Definitions

Employees has its ordinary meaning but includes volunteers engaged by the College.

Grievance means a complaint based on a situation where an individual believes that a student, Employee, parent or caregiver, or any member of the College community has:

- (a) acted outside of the normal policies and practices that the College promotes and expects; or
- (b) made a decision, engaged in behaviour, acted, or failed to act, in such a way that the individual believes to be unfair, or discriminatory.

Restorative Practice means the strategy or framework which focuses on relationships and attempts to “repair the harm that has been caused ... through the active involvement of all stakeholders ... in discussing what happened and deciding on the appropriate outcomes” (Sumner, Silverman, & Frampton, 2010; Morrison, Blood and Thorsborne, 2005).

4 Scope

- 4.1 This policy applies to all students, parents and caregivers, and Employees.
- 4.2 Additionally, this policy is supported by Employees working within or for Cabra Dominican College.
- 4.3 The policy does not apply to matters that are subject to external determination such as through any court, tribunal, commission or statutory authority or to matters that are the subject of civil litigation.

5 Principles

- 5.1 Cabra Dominican College will:
- (a) take seriously any Grievance and support those lodging the Grievance during the process of resolution; and
 - (b) keep those party to a Grievance informed of matters pertaining to the Grievance whilst it is being processed and resolved.
- 5.2 Grievances reported to Cabra Dominican College will be resolved having regard to:
- (a) the care and protection of students, staff, volunteers, and visitors;
 - (b) fair and impartial treatment of all parties to a Grievance;
 - (c) timely and effective communication and resolutions;
 - (d) the use of Restorative Practice framework to the extent that all stakeholders are willing to engage authentically with this framework; and
 - (e) achieving a resolution of Grievances at a local level (where appropriate).
- 5.3 All members of the Cabra community to whom this policy applies will:
- (a) ensure they are familiar, and act in accordance, with this Policy; and
 - (b) report unresolved Grievances in keeping with the Grievance Procedure as soon as possible.
- 5.4 Cabra Employees or students who are affected by a Grievance should be offered appropriate counselling and support.
- 5.5 Regardless of whether a Grievance has been made under this policy or the Grievance Procedures, it is incumbent upon the Principal or delegate to act where unacceptable conduct is observed or brought to their attention.

6 Related Documents and References

- Cabra Dominican College Grievance Procedures
- Cabra Dominican College Privacy Policy
- Cabra Dominican College Staff Handbook
- Cabra Dominican College Student Handbook
- Cabra Dominican College Whistleblower Policy
- [Managing Allegations of Sexual Misconduct in SA Education and Care Settings \(2019\)](#)



- [SACCS Code of Conduct for Staff employed in Catholic Education SA \(2020\)](#)
- SACCS Enterprise Agreement (2017) (or its successor documents)
- SACCS Managing Allegations of Misconduct Guidelines (2019)
- [SACCS Reporting Harm of Children and Young People Procedure \(2020\)](#)
- SACCS Responding to Discrimination, Bullying and Harassment in the Workplace Procedure (2019)

7 Revision Record

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