



## Grievances Disputes and Complaints Citipointe Christian College

<b>Board Policy 11.4</b>	First Issued	Feb 2007
	Last Review and Approved	Sept 2020
	Next Review Due	2022

### 1. Introduction

- 1.1. Citipointe Christian College is committed to providing a fair, safe, productive and harmonious, Christian work environment where grievances are dealt with sensitively, promptly, transparently and in accordance with Biblical principles and legislation. The primary procedural basis for resolution of disputes at Citipointe Christian College will be founded on Biblical principles as exemplified by the teachings of Jesus in Matthew 18:15-17

*If your brother sins against you go and show him his fault, just between the two of you. If he listens to you, you have won your brother over. But if he will not listen, take one or two others along, so that 'every matter may be established by the testimony of two or three witnesses. If he refuses to listen to them, tell it to the church; and if he refuses to listen even to the church, treat him as you would a pagan or a tax collector.*

### 2. Purpose

- 2.1. The grievance policy is for grievances about unfair treatment, harassment, discrimination, bullying, vilification, conflict, workplace performance and staff disciplinary matters. The policy includes any grievances or complaints that a student and/or parent and/or College community may have against the College or staff member(s).
- 2.2. Its purpose is to ensure a fair, amicable and Christian approach to resolving any grievances and preserve the harmony between individuals.

### 3. Scope of the Policy

- 3.1. This policy applies to: students, parents and employees, including full-time, part-time, permanent, fixed-term and casual employees, as well as contractors, volunteers and people undertaking work experience or vocational placements. This policy also applies to people in the wider community.

### 4. Policy

- 4.1. Grievances should be treated seriously and sensitively, having due regard to procedural fairness, confidentiality and privacy. Requirements relating to confidentiality and privacy extend to the use and storage of any information and records related to a grievance. Wherever possible, grievances should be resolved by a process of discussion, cooperation and conciliation. The aim is to reach an acceptable outcome that minimises any potential detriment to ongoing relationships.
- 4.2. All complaints are private and confidential. They will be managed in accordance with the Privacy and Confidentiality policy of the College (Board Policy 5.1 Privacy of Information).
- 4.3. All formal complaints are to be reported to the College Board using the **11.4.2 Grievances Disputes and Complaints – College Board Compliance Checklist**.
- 4.4. These Procedures also cover, though not exhaustively, the use of the College computing and telephone facilities (including voicemail, email and the Internet)

### 5. Process

#### 5.1. Guidelines for the Aggrieved Staff

- 5.1.1. The aggrieved person, after prayer, should privately go to the person with whom he/she has the grievance or, in the case of a grievance with the College Board, to the appropriate supervisory person and seek resolution. Ultimately within the College this is the Principal.

5.1.2. Where possible, the matters should be kept confidential to the persons concerned.

5.1.3. In the unlikely event that the dispute is still unresolved after going through steps 1 & 2 above, supervisors should (initially) be involved in dealing with grievance.

5.1.4. Supervisors include:

- a) Chief Operations Manager (Admin/Ancillary Staff);
- b) Head of Secondary (Secondary Staff);
- c) Head of Primary (Primary Staff);
- d) Development Director (in the case for Parent Connect and related parent groups)

5.1.5. If the grievance or dispute is unresolved after discussions between the differing parties, and the appropriate support at the College has been unsuccessful, the matter may be referred to the Principal and then in turn the College Board.

5.1.6. If the grievance or dispute is still unresolved, the aggrieved person may request through the Principal, that the matter be dealt with by the Citipointe Committee of Management and in turn the Oversight of Citipointe Christian College.

5.1.7. If, after discussion between the two Parties, the dispute remains unresolved, and it relates to one of the following:

- e) awards;
- f) agreements;
- g) the Australian Fair Pay and Conditions Standard (Standard);
- h) workplace determinations;
- i) legislative entitlements to meal breaks, parental leave and public holidays; and
- j) during negotiations for a collective agreement
- k) performance review and expectation

Then contact can be made with the Fair Work Australia.<sup>1</sup>

5.1.8. If the grievance and dispute result in a disciplinary or dismissal meeting with the management; the aggrieved staff have the right to request for a support person to sit in during the management meetings.

## 5.2. Role of the “Support Person” in the event of discipline or dismissal meeting with management

5.2.1. If a staff member is engaged with the management in a discipline and/or dismissal meeting, he/she will have the rights to request for the presence of a support person who can be a union representative or otherwise. This support person is to act **only** in the capacity of providing support such as encouraging the person to speak up, suggesting in-between rest if the staff is visibly tired and providing emotional support during the sessions.

5.2.2. The “support person” is as the term suggests “a support”. This individual is not permitted to act as an advocate and does not speak on behalf of the staff.

## 5.3. Guidelines for the Aggrieved Parents or Students

5.3.1. **Complaint Process** - Citipointe Christian College aims to resolve conflicts or grievances through a process of reconciliation and amicable resolutions in a biblical and Christian manner.

### 5.3.2. Informal Complaints Resolution

5.3.2.1. In the first instance, the College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.

5.3.2.2. The parent and/or student should contact the class teacher in the first instance to attempt mediation/informal resolution of the complaint. If a satisfactorily resolution cannot be found the parent and/or student can request the matter be referred to the Head of Student Care (Primary) or the Head of Year (Secondary).

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<sup>1</sup> <https://www.fwc.gov.au/>

5.3.2.3. If the matter cannot be resolved through mediation, the matter will be referred to the Compliance Officer, Head of School and/or Principal, and the College's formal complaints handling procedure will be followed.

### 5.3.3. Formal Complaints Handling Procedure

5.3.3.1. The process of this complaints procedure is confidential and is a matter between the parties concerned and those directly involved in the complaints handling process.

5.3.3.2. The parent and or student must notify the College in writing of the nature and details of the complaint. Complaints can include denial of admission or enrolment to the college. The official written complaint form, **11.4.1 Grievances Disputes and Complaints Form**<sup>2</sup>, along with this policy will be published on the College's website<sup>3</sup>.

5.3.3.3. Formal complaints are to be lodged for review with the Compliance Officer, Head of School and/or Principal. A Grievance Committee may be formed to assist with this review. The Grievance Committee can consist of supervisors relevant to the college area and other key stakeholders. Any conflict of interest, perceived or actual, would disqualify a person serving on a grievance committee. The Grievance Committee would limit itself to the complaint it was formed to address and the committee would be dissolved once the complaint was satisfactorily resolved.

5.3.3.4. After the initial review, the complainant will have an opportunity to present the case before the Grievance Committee Compliance Officer, Head of School and/or Principal prior to an official investigation. A support person can be present at the meeting to assist with interpretation and providing support only.

5.3.3.5. The complaint will be addressed within 10 working days and an official response will be provided to the complaint within 20 working days. However, if the resolution is not acceptable to the complainant, the complainant or the aggrieved can bring the matter to the attention of the College Board. If the matter is still not resolved after review by the College Board, the complainant can submit the matter to the Non-State School Accreditation Board for further review.

5.3.3.6. If the Principal deems that the student's health or well-being, or the well-being of others is at risk the Principal may decide to suspend or cancel the student's enrolment before the complaints process has been accessed or fully completed. In such cases, the parent and/or student may still lodge a complaint.

## 6. Legislative Provisions and Relevant or Related Documentation

### 6.1. Legislative Provisions

- Racial Discrimination Act 1975 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Australian Human Rights Commission Act 1986 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Equal Opportunity for Women in the Workplace Act 1999 (Cth)
- Age Discrimination Act 2004 (Cth)
- Fair Work Act 2009 (Cth)
- Work Health and Safety Act 2011 (Qld)
- Education (General Provisions) Act 2006 (Qld)
- Child Protection Act 1999 (Qld)
- Industrial Relations Act 2016 (Qld)

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<sup>2</sup> Appendix 1

<sup>3</sup> <https://citipointe.qld.edu.au/international/policies/>

- Summary Offences Act 2005 (Qld)

6.2. This policy is to be read in conjunction with other policies i.e.

- 5.1 Privacy of Information
- 6.1 Work Health and Safety
- 11.1 Staff Code of Conduct
- 11.2 Duty of Care
- 11.3 Prevention of Workplace Harassment
- 11.5 Employment Terms and Conditions
- 11.6 Anti-Discrimination

## **7. Policy Review**

7.1. This policy will be reviewed every 2 years unless otherwise advised.



Citipointe Christian College



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# COMPLAINT FORM

The College subscribes to a process of fairness in receiving, assessing, investigating and addressing complaints made by staff, students, parents or the wider College community.

All complaints will be treated seriously and sensitively, having due regard to procedural fairness, confidentiality and privacy. Requirements relating to confidentiality and privacy extend to the use and storage of any information and records related to a grievance. Wherever possible, grievances should be resolved by a process of discussion, cooperation and conciliation. The aim is to reach an acceptable outcome that minimises any potential detriment to ongoing relationships.

The College endeavours to resolve all complaints with an approach that is aligned with the Christian ethos of the College.

Your name and contact is mandatory for the purpose of validation of the complaint and any follow up correspondence. Your complaint may be escalated to the authorities if it is related child protection matters.

## Process

The formal process is to lodge an official written complaint to the College. The complaint will be reviewed by the Compliance officer and grievance committee. After the initial review, the complainant will have an opportunity to present the case before the compliance officer/grievance committee prior to an official investigation. A support person can be present at the meeting to assist with interpretation and providing support only. The complaint will be addressed within **10** working days and an official response will be provided to the complaint within **20** working days.

All complaints are private and confidential. They will be managed in accordance with the Privacy and Confidentiality policy of the College (5.1 Privacy of Information)

**Complainant details**

Name: \_\_\_\_\_ Relationship to the College: \_\_\_\_\_

Phone number (mobile/home): \_\_\_\_\_

Email: \_\_\_\_\_

Address:  
\_\_\_\_\_

**Date of incident:** \_\_\_\_\_ **Date of complaint submission:** \_\_\_\_\_

**Please provide details of the complaint:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Complaint’s declaration and acknowledgement**

- I confirm that the details I have provided are to the best of my knowledge.
- I authorise the disclosure of information to appropriate person(s) who may assist with the investigation.
- I permit the College to contact me should further clarification be required

\_\_\_\_\_  
Signature / Date

Please submit the completed COMPLAINT FORM to the College c/o Compliance Office in a sealed envelope or email to [mail@citipointe.qld.edu.au](mailto:mail@citipointe.qld.edu.au)