



Grievance and Dispute Handling – Employee with Management

Related Policies

Complaints
Grievance and Dispute Handling – Management with Employee

Purpose

This policy establishes procedures to provide a process for the speedy resolution of grievances and disputes between an employee/s (member/s of staff) and management. The process is based on consultation, cooperation and negotiation.

Policy

From time to time, situations may also arise where an employee has a grievance with a member of the School Executive including the Principal. The procedures outlined in this section must be followed to ensure that all parties concerned are treated justly and to maintain professional and legal credibility.

Definitions

Nil

Procedures

1. This section sets out the procedures to be followed where an issue of grievance or dispute arises between a staff member and a member of the School Executive or the School Principal.
2. **Stage One**
 - 2.1 A staff member should raise any concerns with the Principal, in the first instance, with the aim of resolving any issues as soon as possible.
 - 2.2 In drawing issues to the attention of the Principal, the staff member may either do this in person or in writing.
 - 2.3 When meeting with the Principal, the staff member is entitled to be accompanied by another person of his/her choice from the staff of the school.
 - 2.4 Should the staff member choose to be accompanied as provided for in 2.3 then the Principal may choose to have present another member of staff.
 - 2.5 Any person present at an interview between a staff member and the Principal is free to take notes.
 - 2.6 In any such interview between a staff member and a Principal or member of the School Executive, the staff member will inform the Principal or member of the

Grievance and Dispute Handling – Employment with Management

School Executive of the nature of the problem and the Principal or member of the School Executive is to be given an opportunity to respond.

2.7 Should the matter of grievance not be resolved at this meeting the matter may progress to Stage Two.

3. Stage Two

3.1 Should the matter not be resolved between the staff member and the Principal or member of the School Executive in the first instance, it may be referred to the Head of Human Resources at the Catholic Education Office who will assist the parties in resolving the matter. Should the staff member be a member of a union then the staff member may request the assistance of the appropriate union in resolving the matter.

3.2 The Head of Human Resources at the Catholic Education Office may allocate the matter to another officer of the CEO for action.

3.3 Should it be necessary for meetings to be held in an attempt to resolve the matter, the procedures outlined above shall apply.

3.4 As soon as practicable after the final meeting, but ordinarily not more than five working days after the final meeting, the Head of Human Resources will confirm in writing the agreed outcome. The matter, having been brought to a satisfactory conclusion, is now finalised.

4. Stage Three

4.1 If notwithstanding the taking of the steps referred to in Stage One and Stage Two above, the grievance or dispute has not been resolved within a reasonable time, either the employee or the union may refer the matter to the Industrial Relations Commission for resolution.

4.2 Nothing in the above procedures shall in any way limit a union's representative the right to interview the Principal or the CEO representative in an effort to resolve the grievance or dispute.

References

Relevant Certified Agreement

Forms

Nil

Approved by:	CEO Heads of Division
Issuing Group:	Human Resources Division
Implementation Date:	January 2003
Supersedes Policy Dated:	January 1999
Revision Date:	April 2005
CEO Contact Officer:	Principal Human Resources Officer: Employment Relations and Legal Issues