



STAFF GRIEVANCE POLICY & PROCEDURE

Policy

John XXIII College is committed to maintaining a workplace that encourages collaboration, trust, cooperation, and communication where all behaviours are consistent with the College's Code of Conduct. It is recognised, however, that on occasions inappropriate behaviours may occur and that grievance process is required to resolve complaints and concerns. The policy aims to ensure that complaints and grievances are handled and resolved in an appropriate, fair, transparent and timely manner, and where all behaviours are consistent with the John XXIII College ethical framework.

As a Values Based Community, all interactions and relationships within the community are built around our College Values. A grievance would involve behaviours that are not aligned with these values:

- **Respect:** Demonstrating care and respect for the feelings, wishes and rights of others.
- **Integrity:** Prioritising honesty and personal accountability.
- **Courage:** Exhibiting mental and moral strength and perseverance when navigating difficulty.
- **Empathy:** Understanding and sharing the feelings of others.
- **Gratitude:** Expressing thankfulness and appreciation for our blessings.
- **Inclusivity:** Embracing, respecting and being inclusive of human diversity.

Procedure

1. It is the intention of this policy to address Employee grievances and resolve them effectively (including those of discrimination, harassment, bullying or other serious complaints) through a common process of explicit discussion and review. The grievance policy and procedures are not intended to be an end in themselves, nor a prejudicial process nor a punishment.
2. It is expected that before needing to initiate formal grievance procedures, Employees will generally try to resolve concerns directly with the persons concerned and at the local level wherever possible. Employees are encouraged to raise issues with their Line Manager, especially if these issues are adversely affecting the College work environment.
3. Where an Employee doesn't feel comfortable in presenting their grievance to their Line manager it can be presented in writing to the Head of College. If the Grievance is with your Line Manager, it is expected that the employee would discuss their grievance with either the Line Manager's Manager or the Head of College.
4. If an Employee is uncomfortable reporting to the Line Manager or Head of College, then it is important to note that Staff also have access to the College reporting tool RespectX for safe (and anonymous) reporting of a grievance. The RespectX tool enables them to nominate the person best able to support them in this process.
5. Issues of healthy, even robust debate and other workplace dynamics will not necessarily give rise to grievances. Although it is acknowledged that in some cases Employees may need to "agree to disagree", "grievances" are often characterized by decisions or actions where a reaction is so intense that a disagreement arises which damages the working relationships or work environment.
6. Where it is otherwise inappropriate (such as seniority or relative power imbalance between parties – Line Manager) or Employees are unable to successfully resolve a concern directly or collegially, then this policy



anticipates a review process which will guide the parties through a structured approach to resolution. It is expected, however, that many grievances will be resolved in the first instance after candid but constructive conversation, in many cases where the Manager takes action to cultivate a positive work environment. Should they not be resolved internally, the College will engage an external mediator to assist.

7. It is expected that all Employees will participate in good faith in resolving grievances so that John XXIII College establishes and maintains a respectful workplace.
8. To facilitate grievance resolution at the informal and early stages, John XXIII College provides information and training to assist staff, especially supervisors, in managing grievances effectively (eg – new supervisors or managers are provided internal and external training).
9. If there is a grievance with a peer which cannot be resolved amicably, then your grievance should be presented in writing to your manager who will meet with the Head of College; in the first instance to organise a meeting with advocates and/or witnesses.
10. If the grievance is with the Head of College, then your grievance should be presented in writing to the Deputy Head of College (or Business Manager in their absence) who will communicate with the Head of College. If it is unable to be resolved, then the Deputy Head (or Business Manager in their absence) will communicate with the Chair of the Board.
11. As a part of the process the College offers an EAP program inclusive of 5 off site confidential Counselling sessions for any staff who needs support externally when dealing with grievances. The Head of College, Deputy Head of College (or in their absence the Business Manager) are also available to be utilised as 'confidantes' throughout this process.

Summary of Steps:

1. Work to solve collegially.
2. If issue with colleague is unable to be resolved directly, or you feel uncomfortable to resolve directly, seek guidance from Line Manager.
3. If issue with Line Manager seek guidance from their Manager.
4. If issue with Head of College seek guidance from Deputy Head.
5. To formalise grievance, it must be placed in writing.