



GREEN VALLEY ISLAMIC COLLEGE

CONFLICT RESOLUTION POLICY

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This policy aims to create and maintain a productive and positive, non discriminatory and harassment free work environment by recognising the right of staff/teacher to raise grievances and have them dealt with in an effective manner.

Principal in GVIC have a general responsibility to prevent problems that may give rise to grievances, and to fairly, objectively and promptly deal with grievances raised by staff.

All staff/teachers have a responsibility to treat other staff/teachers fairly and in a way that will not give rise to distress and grievances. Where grievances do occur, staffs have a further responsibility to actively contribute to the resolution process.

In dealing with grievances it is expected that all parties (grievant, respondents, and principal) will work towards resolving grievances by following the guidelines and procedure outlined in this policy.

This policy does not cover work related problems, concerns or complaints which have been, or are being, dealt with in proceedings before industrial relations or as part of any other formal review, appeal or disciplinary process.

GUIDELINES

Definitions

A grievance is a clear statement or approach by a staff member(s) to a principal which identifies a genuine work related problem, concern or complaint for which the staff member seeks resolution.

For example, grievances may relate to:

- an allegation of harassment and/or discrimination on the basis of sex, race, marital status, Aboriginality, homosexuality (sexual preference), disability, age, or interpersonal conflict at work including principal, staff and co staff conflicts
- unfair allocation of developmental opportunities
- unrealistic assignment of work
- lack of communication on work related information
- occupational health and safety issues

A grievant is the staff member/teacher who raises the grievance. In some cases, the grievance may be raised by more than one grievant.

A respondent is the staff member/teacher who is alleged to have acted unfairly or in a discriminatory manner or is alleged to be the instigator or the cause of the grievance. In some cases, the grievance may involve more than one respondent.

General Principles of Grievance Resolution

1. As far as practicable, staff/teacher concerns are to deal with informally, as close to its source and as soon as possible. Prior to lodging a grievance, efforts should be made by staff to address concerns through other existing procedures.
2. The grievant has the right to have their grievance heard and properly investigated.
3. The respondent has the right to know what the grievance is and to be heard in reply to the issues raised.
4. Normal work is to continue as far as possible while a grievance resolution process is being undertaken.
5. Grievances are to be dealt with within specified timeframes. Time frames refer to the time specified for a principal to either reach agreement on a resolution with the grievant and respondent or to negotiate an agreed method and time-frame for proceeding. Time frames commence from the time that the grievance is first verbally raised with the principal or received in writing by the principal.
6. Wherever possible grievances should be resolved in a way that is satisfactory to all those involved. Grievances are considered resolved when the cause of the grievance has been removed or dealt with; when the outcomes originally sought or subsequently negotiated have been implemented; and when arrangements have been made to repair and make good any damage or distress suffered by the grievant and/or respondent.
7. All people involved in the grievance resolution process are bound to keep matters relating to the grievance confidential.
8. Victimisation of any staff member/teacher as a result of using this policy is unacceptable.
9. On resolution or conclusion of a grievance the documentation is to be kept in a locked and secure place for a period of one year and then destroyed if there is no further action arising.

Mediation

Mediation may be considered as an option at any point in the grievance resolution process. Mediation is to be facilitated by the principal who assist the parties to reach an amicable agreement.

Grievance Resolution Procedure

1. In raising a grievance the staff member/teacher must state in writing to the principal that they have a grievance; outline the substance of the issue; and indicate the nature of the outcome(s) sought. Grievant must present realistic outcomes and be prepared to negotiate them if they prove to be unachievable.
2. Principal must confirm their understanding of the grievance, and discuss ways to resolve the matter with the staff member.
3. Principal should keep appropriate documentation on action taken to resolve the grievance.
4. Where a staff member withdraws their grievance, advice should be provided to the principal handling the grievance. This may need to be confirmed in writing. The principal in turn must advise the respondent that the grievance has been withdrawn.