

Issue Resolution Policy

Policy number	HR6
Start Date	January 2017
Date of review	January 2019
Coverage	Staff, Contractors and Other Persons at the School (including parents and visitors)

1 PURPOSE

The aims of this Policy are as far as is reasonably practicable to:

- (a) recognise the School's commitment to providing a fair and supportive working environment for all Employees and Contractors, and a safe workplace for all Employees, Contractors and Other Persons at the School;
- (b) provide a processes for approaching any grievance, dispute, issue, complaint or concern that an Employee, Contractor or other Persons at the School may have against the School, Employees, Contractors or Other Persons at the School (**Issue**).
- (c) provide a flexible approach for Issue resolution which considers the individual circumstances;
- (d) recognise that Issues are best dealt with at the lowest level, as soon as is practicable and without unnecessary formality to prevent unnecessary escalation and to promote fairness all round for all parties; and
- (e) provide a reference and framework for the resolution of issues.

2 COVERAGE

- (a) This Policy covers and applies to Employees, Contractors, Other Persons at the School and the Board regarding Issues in relation to:
 - (i) behaviour at the School;
 - (ii) the performance of work for or in connection with the School; and
 - (iii) conduct outside the School or working hours if the conduct:

- (A) is likely to cause serious damage to the relationship between the School and Employees, Contractors or Other Persons at the School; or
 - (B) is incompatible with an Employee's, Contractor's or Other Person at the School's duty to the School; or
 - (C) damages or is likely to damage the School's interests or reputation.
- (b) This Policy does not cover or apply to Issues that are covered by a specific policy, procedure or process.

3 ROLE RESPONSIBILITIES

3.1 What are the relevant Managers Responsibilities?

Relevant Managers are responsible for:

- (a) ensuring appropriate management of Issues and implementing appropriate issue resolution procedures;
- (b) making appropriate records relating to Issues;
- (c) taking reasonable steps to ensure Employees, Contractors and Other Persons at the School are not victimised or subjected to other behaviour in breach of this Policy because they have made, are respondent to or are otherwise involved in an Issue legitimately raised;
- (d) making reasonable resources available to assist Employees, Contractors and Other Persons at the School in relation to raising or responding to and resolving Issues; and
- (e) advising Employees of reasonable internal and external support to raise or respond to and resolve Issues.

3.2 What are the Employees', Contractors' and Other Persons' at the School Responsibilities?

Employees, Contractors and Other Persons at the School are responsible for:

- (a) their own behaviours, including reasonably raising or responding to and resolving Issues;
- (b) not raising or responding to Issues to be dealt with or participating in any process under any associated procedure as amended from time to time not in good faith,

vexatiously, falsely, frivolously, or without reasonable grounds;

- (c) participating appropriately in issue resolution processes under any associated procedure as amended from time to time; and
- (d) identifying appropriate support, training or experience and opportunities to raise or respond to and resolve Issues.

3.3 What are the Board's responsibilities?

The Board will be responsible, if an Issue is raised about the Principal, for responding to the Issue in accordance with the Issue Resolution Procedure.

4 ENGAGING IN AN ISSUE RESOLUTION PROCEDURE

4.1 Issue Resolution Procedure?

An issue resolution procedure consists of an appropriate process to raise, respond to and resolve Issues.

4.2 When may the School utilise an Issue Resolution Procedure?

The School will implement an Issue Resolution Procedure that provides for guidelines containing a number of different processes that may be utilised to raise, respond to or resolve Issues. The School may utilise such procedure:

- (a) where an Issue has been raised by an Employee, Contractor or Other Person at the School; or
- (b) when the Principal becomes aware of an Issue or reasonably considers an Issue exists where it is appropriate to do so.

4.3 Is there a requirement to use a particular process?

The School may use a particular issue resolution process that the Principal considers reasonable in the circumstances. This may involve utilising a process that is requested by the Employee, Contractor or Other Person at the School raising an Issue (if applicable) or using a different process without their agreement.

4.4 Who conducts an issue resolution process?

- (a) An issue resolution process is conducted by the Head of Faculty, Deputy Principal, Head of School, or the Chief Operating Officer.
- (b) Despite this, the School may decide, taking into consideration the relevant circumstances, to utilise instead or in addition to the person in (a):

- (i) the Principal; or
- (ii) an external person.

4.5 What is the issue resolution outcome?

The person conducting the Issue resolution process will determine appropriate and reasonable potential outcomes when implementing an Issue resolution procedure.

4.6 Is there a requirement to implement a particular issue resolution outcome?

The School may implement a particular outcome that is reasonable in the circumstances.