



Mountain Community Children's Centre Inc.

Grievance / Complaints Policy Educators / Educators & Staff

Rationale: At times individuals may be unhappy with events or practices they encounter within working, professional relationships.

Aim: This policy is intended to help set a cooperative standard of behaviour within educators relationships at the workplace and to outline a course of action to take to help resolve conflict.

Procedure: Any interpersonal situations creating a sense of unease or conflict between educators are to be addressed by the applicable parties and dealt with as they arise. That is, if an educator feels grieved or concerned about an issue arising between themselves and another educator they are to seek a meeting with the educator to settle the issue privately before it becomes a major problem. Educators who feel grieved are not to seek counsel from another educator or the community, as this is not working to resolve the situation, instead it may contribute to further conflict or disrepute of the Centre.

If matters, for some reason, cannot be settled between the concerned parties they must each organise a mediator to attend joint conflict resolution meeting. (Mediators may be a Room Leader, the Nominated Supervisor, or an executive member of the Committee). At this meeting the issue of conflict is to be identified and recorded and strategies to help resolve the situation are to be agreed upon and documented. A copy of all documentation is to be kept in the Grievance / Complaints file in the filing cabinet in the office as well as a copy in the educators concerned files. A follow-up meeting shall be set within a working period of at least 2 weeks to evaluate the strategies and determine if the situation is settled.

If the conflict has been identified and the strategies to identify the situation have gained a positive resolution, no further action will be taken.

In the case of a total communication breakdown between the educators involved, all current documentation and any further grievances are to be written and submitted to the Committee via the mediators. The issue will be addressed by a Closed Meeting of the Committee. If it is found that a reasonable attempt for a positive resolution to conflict is not being fairly addressed by the involved parties, the committee may instigate a series of educators appraisals for the concerned educators and follow the procedure for dealing with Job performance problems as outlined in the relevant awards to determine whether or not dismissal procedures will be put into place.

Educators involved in the grievance process may include a union representative at any of the above meetings. The employer may be represented by an industrial organisation of employers.

A memo will be issued after the Annual General Meeting each year indicating the executive members of the management committee.

For Educators and Staff Misconduct (refer to Misconduct Policy and Procedure).

In the case of Staff Misconduct a debriefing/counselling session/s may be organised for involved educators/staff

SEE ALSO COMPLAINTS HANDLING POLICY