



Grievance Policy

Version History

Version No.	Description of Changes	Effective Date
V4.0	Updated with actions raised by Council of Governors (November 2024) pertaining to alignment with the Whistleblower Policy.	28/05/2025

1 Purpose

Grievances may arise within the College community at a point in time. This policy sets out processes by which matters of concern can be addressed expeditiously, confidentially and with sensitivity to all concerned.

2 Scope

This policy applies to all:

- current and former employees
- College Council and committee members
- a person who supplies goods or services (paid or unpaid)
- an employee of a person who supplies goods or services (paid or unpaid)
- an individual who is an associate of the College (as defined in the Corporations Act); and
- a relative or dependent (or dependents of a spouse) of any individual described above.

Grievances relating to staff and employment matters are managed by the Director of People & Culture.

3 Definitions

Complaint or Grievance	A dissatisfaction with a real or perceived situation or outcome from the activities associated with Scotch College.
Senior Staff	Campus leadership or Senior Leadership Team (SLT) members



4 Policy Statement

Scotch College is committed to adhering to its statutory obligations, its rules and values. We are committed to providing those involved with our community a safe environment to raise breaches of internal rules or policy, or disclosable conduct relating to the College, its community, employees.

Scotch College has clear and transparent processes to ensure appropriate management of grievances.

4.1 Principles in the resolution of grievances

- Procedural fairness and natural justice will be afforded to all parties
- The support of parties to resolve grievances in informal and amicable circumstances in the first instance, through discussion and/or facilitated mediation with the concerned parties.
- The conduct of an internal investigation of the grievance or complaint, if necessary
- The right to escalate the addressing of a grievance to senior staff should resolution of an issue not be achieved through discussion or mediation
- The right to appeal decisions to senior staff (SLT), the Principal, or a representative of the Council of Governors as relevant.
- Respect for confidentiality in the management and discussions of the grievance by all parties
- Timeliness in managing and seeking resolution of grievances
- Reporting of matters to external authorities including (but not exclusive to) SA Police and government agencies where grievances involve allegations of criminal activity or meet the thresholds for mandatory reporting of incidents.
- Open and respectful communication with all parties of progress and resolution of grievances
- The maintenance and archiving of records and notes throughout any grievance process
- The maintenance of a grievance register

4.2 Outcomes of grievance resolutions

- Resolutions of grievances will be communicated to all parties.
- Resolutions are the result of assessment of specific circumstances, College policy and practices, College expectations and outcomes for students.
- Resolution of a grievance does not necessarily create binding precedents for other stakeholders in future matters.
- Appeal of an outcome should a party believe, the matter should be reconsidered, will be managed by the appropriate senior staff member as identified by the Deputy Principal or Principal (as relevant).