LOWER PLENTY PRIMARY SCHOOL OSH 

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# STAFF GRIEVANCE POLICY

## PURPOSE

Staff grievances (including those of volunteers) are respected and treated fairly and with a genuine desire to resolve grievances wherever possible through Lower Plenty Primary OSHC’s Complaints Handling Policy.

## SCOPE

This policy applies to children, families, staff, management and visitors of the OSHC Service.

## IMPLEMENTATION

The Co‐ordinator shall be the first contact for all complaints however, the employee will have direct access to the Business Manager and/or Principal, and the Co‐ordinator will permit and, if appropriate, encourage the employee to do so, if:

* the complaint is about the conduct of the Coordinator/Nominated Supervisor;
* the employee is not comfortable to take the complaint to the Co‐ordinator;
* the employee is not satisfied with the Co‐ordinator’s handling of the complaint;
* the complaint is about a matter of Management and Administration Policy.

The Co‐ordinator will seek to resolve all genuine and reasonable verbal grievances in the most appropriate way possible in consultation with the complainant. Discussions with the complainant are not to be conducted in the presence of children, other employees or parents, and heated discussions are to be avoided as far as possible. The Co‐ordinator may make and keep a confidential written record of such discussions.

If the verbal grievance remains unresolved, at the complainant’s discretion, a written grievance may be submitted to the Business Manager and/or Principal for further action. This will instigate the following formal procedure:

* Complainant to meet with Business Manager and/or Principal to discuss complaint
* Business Manager and/or Principal to give opportunity, in writing, for other named parties to meet with them to discuss details of grievances tabled
* Business Manager and/or Principal may seek the services of a professional association for advice, support and/or assistance.

## FURTHER INFORMATION AND RESOURCES

* National Regulations 168-172
* Quality Area 7, Element 7.3.4

## REVIEW CYCLE AND EVALUATION

This policy was last updated on 20th January, 2022 and is scheduled for review in January 2025.