

**PADUA COLLEGE LIMITED**  
**ACN 072 693 700 ABN 20 072 693 700**

<b>Policy Title</b>	<b>Version Number</b>	<b>Date Issued</b>
Grievance policy	1.0	January 2012 June 2015 August 2015

### **Purpose**

(1) The purpose of this policy is to establish a mechanism for the handling of grievances or complaints made about decisions by the parts of the structure of Padua College Limited which are the subject of this policy.

(2) This policy does not apply to complaints about the conduct of employees, about sexual abuse, sexual misconduct, or racial or sexual misconduct. These matters are dealt with in the College's *Complaints Against Employees Policy, Student Protection Policy and Procedures* and other policies specific to those matters.

(3) However, this policy does apply to complaints, where it is alleged that the reporting processes in relation to Student Protection have not been followed (complied with).

(4) Informed by the twin Franciscan principles of compassion and justice, this policy emphasises open and transparent processes to ensure that natural justice is afforded to all parties.

### **Application of policy**

(4) This policy applies to decisions made by a member of Padua College's Senior Leadership Team, and decisions made by the Board of Directors.

(5) The persons who may make a complaint under this policy are the parents or intending parents of students at Padua College, employees of Padua College, or a friar of the Holy Spirit Province of the Franciscan Order of Friars Minor in Australia and New Zealand.

### **Definitions**

(6) The 'Complaint Manager' is the person who, under this policy is responsible for managing and determining a complaint.

The 'Criteria Documents' are the laws and documents which describe the correct role, function and standards of performance for the person or entity the subject of the complaint. For example, for the Board of Directors, the relevant documents are the *Corporations Act 2001*, the Constitution of

Padua College Limited, the Strategic Plan of the College, and any directions given to the Board by the members of Padua College Limited.

## **Policy**

(7) The policy of the College is that a grievance or complaint about a matter to which this policy applies shall be managed by the 'next level up'. That is, the Complaint Manager for a complaint shall be as follows:

- A complaint about a decision made by a member of the Senior Leadership Team other than the Rector – the Complaint Manager is the Rector;
- A complaint about a decision made by the Rector – the Complaint Manager is the Chair of the Board of Directors;
- A complaint about a decision made by the Board of Directors – the Complaint Manager is the member of the company that is Padua College Limited, who is the Provincial Leader of the Franciscan Order of Friars Minor.

(8) A person who wishes to make a complaint about a matter to which this policy applies must lodge a written complaint with the Complaint Manager for the complaint.

(9) Upon receipt of the complaint, if the Complaint Manager considers that there is substance to the complaint, the Complaint Manager must provide a copy of the complaint to the person or entity whose decision is the subject of the complaint.

(10) The person or entity whose decision is the subject of the complaint must be given the opportunity to provide the Complaint Manager with a written response to the complaint within a reasonable time.

(11) If the Complaint Manager considers the nature of the complaint is suitable for an attempt for the matter to be resolved by mediation, the Complaint Manager may attempt to resolve the matter by convening mediation of the matter under the College's *Mediation Policy*.

(12) If necessary, the Complaint Manager may undertake further investigation of the complaint, and for this purpose, may engage the services of a person qualified to do so, and independent from the persons or entities involved in the complaint.

(13) If the Complaint Manager undertakes further investigation, the Complaint Manager must provide the complainant and the person or entity the subject of the complaint with at least the substance of the results of the investigation, and the opportunity to respond to that material.

(14) After carrying out the steps described above, the Complaint Manager must determine the complaint by assessing the complaint against the other information gathered by the Complaint Manager, and application of the standards in the Criteria Documents for the person or entity the subject of the complaint. The Complaint Manager must reduce the determination to writing.

(15) The Complaint Manager must provide a copy of the written determination to the complainant and the person or entity the subject of the complaint, and inform them about the availability of any review of that determination, including under this policy. If the Complaint Manager decides that further action should be taken about the complaint, subject to the determination, the Complaint Manager must provide the written determination and any other relevant material to the appropriate authority, whether or not within the structure of Padua College Limited.