

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

<b>Policy Title</b>	<b>Version Number</b>	<b>Date Issued</b>
Complaints Against Employees	1.0	May 2005
		Reviewed
		April 2010 June 2015

## **Preamble**

This policy does not cover situations where a complaint of sexual abuse or harm is made as this is dealt with in the Student Protection Policy and Procedures.

The most desirable outcome in a case of complaint against an employee is:

- (i) the achievement of reconciliation between the parties based on open and transparent processes which afford both employee and complainant natural justice with support for all parties;
- (ii) the examination and determination about whether there has been any unsatisfactory/inappropriate practice or action, as early as possible and in the fairest and most objective manner possible;
- (iii) the provision of any necessary professional development and implementation of changes in practice designed to bring about better educational, pastoral or administrative outcomes, as appropriate;
- (iv) the establishment of a renewed confidence in the employee-complainant relationship based on attempting to achieve a 'win-win' situation where concerns have been aired, tested and, if demonstrated to have substance, agreed processes and procedures are implemented by the parties and reviewed over an agreed time line.

## **Principles**

1. While parents, students and staff may, from time to time, raise concerns or complaints relating to an employee, not all matters will need to be investigated, if, after an initial inquiry, the matter proves to be unfounded, vexatious or the complainant is not prepared to document their complaint.
2. Employees are entitled to know the details of the complaint against them, including the name of the person raising the complaint, the specific details of the complaint, and be given the opportunity to respond prior to any action being taken in response to the complaint.
3. Any meetings between an employee and the Rector, parents/students or other appropriate staff in relation to a formal complaint, should be held after

sufficient notice has been given in writing to the employee outlining the purpose of the meeting and who will be attending the meeting.

The employee concerned will be given the opportunity of being accompanied by a person of their choice who may include a union official, colleague, or legal representative. The status of the accompanying person is that of adviser, who may engage in the meeting and have the right to request a caucus as necessary.

4. If the parties agree, and the matter is suitable for mediation under the College's *Mediation Policy*, the complaint may be dealt with by mediation.
5. The employee concerned and their adviser should be involved in discussions about the resolution of the concern and any actions arising from the complaint, especially where this involves commitments/correspondence to the complainant. At the end of the process a document should be developed which identifies the mutually agreed outcomes and processes. A letter should also be sent to the employee indicating that the matter is resolved.
6. If a student is to attend any formal meeting for the purpose of this policy, they may be accompanied by their parent(s) or guardian(s).
7. Padua College will support the entitlement of any person to make a genuine complaint under this policy without retribution.

### **Reference Document**

The procedures for dealing with complaints against employees is the subject of a separate document which has been endorsed by the Padua College Board of Directors.