

Grievance Policy

*Version 1807—Minor Amendments 30 July 2018
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(Incorporated under The Religious, Educational & Charitable Institutions Act
1861-1967)
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1 Purpose and objectives

Grace College aspires to achieve a safe, efficient and productive living and working environment. In situations where Grace College Community Members have an individual grievance, Grace College aims to ensure that this is considered and resolved as close as possible to the point of origin and in as timely a manner as is practicable.

The purpose of this Policy is to inform all Grace College Community Members about Grace College's procedure for grievances and the circumstances under which they may apply.

This policy is designed to be read in conjunction with other policies of Grace College including:

- Management of Inappropriate Conduct Policy; and
- Sexual Misconduct Policy.

Where there is a conflict between this policy and with any applicable Australian law, to the extent of any inconsistency, the applicable Australian law will apply instead of this policy.

2 Application

This policy applies to:

1. all Grace College employees and contractors and consultants who are working for Grace College;
2. all persons associated with Grace College including Council members, employees, residents, contractors, voluntary workers and visitors; and
3. other aspects of Grace College including, the activities of residents of Grace College participating in the Grace College Student Club, whether located on the physical site of Grace College or elsewhere; associated directly or indirectly with Grace College activities; and/or part of a cooperative venture with other parties (e.g. Inter-College Council Inc. or another College).

This policy applies at all times while employees, contractors or consultants are at work, attending training events, travelling for work and whilst attending work functions; including social work functions e.g. work Christmas party, and when dealing with other Grace College Community Members.

However, the terms of this policy do not form part of an employee's contract of employment.

This policy may be varied by Grace College at its sole discretion from time to time.

Wherever the term "**Grace College Community Members**" is used throughout this policy, it refers to all persons associated with Grace College and the Grace College site including staff, residents, contractors, voluntary workers and visitors.

Wherever the term "**Grace College Equity Officers**" is used throughout this policy, this refers to the following positions at Grace College:

Principal - currently Anita Monro 3842 4002 0409 273 059

Deputy Principal - currently Roxana Paterson 3842 4000 0438 136 763

including anyone designated as acting in those positions; or, when the matter relates to the Equity Officers, the Chairperson of the College Council (currently Wendy Devine 0407 141 384 or chairperson@grace.uq.edu.au).

3 Availability

This policy is available on the IT Network in S:/Grace College Operations Manual. This directory is accessible by all Section Managers with computer access. Printed versions of the *Grace College Operations Manual* (GCOM) are also available in:

- the Principal's Office in Administration;
- the General Administration Office;
- the Head Chef's Office in the Kitchen;
- the Facilities Manager's Office in the Workshop;
- in the suite of the Senior Resident Assistant; and
- on each floor of the accommodation buildings near the First Aid Kit.

A copy of the GCOM is provided to the Grace College Student Club Executive through their President. This copy will be kept with the records of the Student Club Executive and passed on to subsequent Executives.

This policy is also published on the Grace College website (www.grace.uq.edu.au).

4 Grievance

A grievance is a feeling of dissatisfaction or unfairness by Grace College Community Members which relates to his or her work or living situation at Grace College and his or her relationship with Grace College.

Grace College Community Members shall not suffer any victimisation, prejudice or unfair discrimination as a result of lodging a grievance under this policy.

5 Procedure

When determining the appropriate procedure, the primary purpose is to resolve the issue/s relating to the grievance within a timely and confidential manner. Options for dealing with grievances include:

- Informal Procedure; or
- Formal Procedure.

In situations where a Grace College Community Members informs Grace College of a grievance, Grace College should contact Grace College Equity Officers to agree on the most appropriate procedure. The circumstances of each case will determine which procedure is most appropriate.

In circumstances involving Sexual Misconduct, in relation to raising concerns, please also refer to the Grace College's Sexual Misconduct Policy.

6 Informal procedure

The informal procedure is designed to resolve the grievance as simply as possible. Wherever possible (and appropriate), the complainant will be encouraged to resolve the matter themselves with the person against whom the grievance is made or alleged or with the assistance of Grace College managers, supervisors and/or leaders.

An informal grievance procedure may be appropriate where:

- the Grace College Community Member wants to deal with the situation themselves but may seek advice on possible strategies from Grace College;
- a complaint is made and the individual identified admits the behaviour and the complaint can be resolved through conciliation or counselling;
- the Grace College Community Member subjected to the behaviour wishes to pursue an informal resolution
- Grace College Community Member observes unacceptable behaviour occurring and takes action even though no complaint has been made.

Grace College only advises that a complainant approach the person to whom the grievance relates if:

- the complainant is confident to do so; and
- the matter is not of a very serious nature.

This option involves approaching the person against whom the grievance is alleged and telling them:

- what complainant is concerned about;
- why the complainant is concerned; and
- what the complainant would like to be different.

Taking a person with you for support may be helpful.

In relation to a range of lower level incidents, managers, supervisors and/or leaders are able to take immediate action at Grace College to address issues. Examples of such action may include but is not limited to:

- removing or directing to be removed offending material (e.g. posters, graffiti, social media posts);
- talking with the people concerned to see if the matter may be resolved simply by clarifying the situation; and/or
- restricting access to unwelcome visitors.

This is not a required course of action at any stage, or prior to any other available response options being pursued.

If the matter is not resolved with the person against whom the grievance is made the Grace College Community Member may discuss the matter with their managers, supervisors and/or leaders.

If the matter relates to a grievance or allegation against managers, supervisors and/or leaders, the Grace College Community Member can also discuss the matter with the Grace College Equity Officers.

If attempted conciliation between the Grace College Community Member and the respondent is considered appropriate and is not successful, either the Grace College Community Member or the respondent may request in writing to the Grace College Equity Officers that the matter be formally investigated.

Grace College may direct that the matter be formally investigated if the allegation is sufficiently serious or is considered necessary for any other reason.

Allegations can be potentially damaging to both parties and may adversely affect a person's reputation and possibly lead to a defamation action. Therefore, grievances of a sensitive nature will be dealt with confidentially to the extent practicable.

Source and identity confidentiality will be preserved to the maximum extent possible. Only those directly involved in an investigation or attempted resolution of a grievance will have access to the information about the grievance.

There are circumstances, however, when the information may not be able to be kept confidential, such as if disclosure is necessary to resolve or manage the matter, if physical threats are involved or the law otherwise requires.

7 Formal Procedure

The formal grievance procedure focuses on reaching a resolution where the issues are identified and a course of action is implemented to manage these.

A formal grievance procedure may be appropriate where:

- The grievance involves serious allegations against Grace College Community Members, or a more senior person
- Attempts to resolve the matter have been refused or no satisfactory outcome has been achieved through the informal process
- There has been no assurance that the behaviour will not be repeated;
- The Grace Community Member has been victimised
- The grievance involves serious allegations of misconduct or Sexual Harassment and informal resolution could compromise the rights of the parties
- The issue involves matters that might also be the subject of legal proceedings or the Grace College Community Member prefers to lodge a formal rather than informal grievance.

The formal grievance procedure is as follows:

1. Complaint is made in writing to the Grace College Equity Officers. If the grievance relates to Grace College Equity Officers the complaint may be made in writing to the Chairperson of the College Council. Complaints of discrimination or harassment must be lodged with either the Grace College Equity Officers or Chairperson of the College Council.
2. The Grace College Equity Officer or Chairperson of the College Council determines to investigate or appoints an investigator.
3. The investigator interviews the Grace College Community Member.
4. The investigator gathers statements from any witnesses and other relevant evidence as required and as necessary on a case to case basis.
5. The investigator conveys allegations to the alleged offender in sufficient detail to allow the alleged offender to respond.
6. Alleged offender is given the opportunity to respond to the allegations.
7. The investigator makes a finding as to whether the grievance is substantiated.
8. The investigator documents investigation process and evidence in a report and proposes a recommended course of action. Manager advises Grace College Community Member of the outcome.

9 Grace College may then implement recommended course of action or, in some circumstances, an alternative course of action.

The investigator (if different from Grace College Equity Officers or Chairperson of the College Council), should contact the Grace College Equity Officers or Chairperson of the College Council to agree on the most appropriate action to be taken. The circumstances of each case will determine the appropriate approach.

Depending on the complexity of the situation, Grace College may also choose to refer the complaint to external consultants.

Nothing in this policy prevents Grace College Community Member from making an external complaint.

8 Other relevant policies

Grace College Community Members, especially managers and supervisors, are encouraged to read this policy in conjunction with other relevant Grace College policies, including, but not limited to:

- Management of Inappropriate Conduct Policy; and
 - Sexual Misconduct Policy.

9 More information and support

If you have a query about this policy or need more information please contact a Grace College Equity Officer:

Anita Monro (Principal)

3842 4002 0409 273 059

Roxana Paterson (Deputy Principal)

3842 4000 0438 136 763

If the concerns relate to Grace College Equity Officers further information can be sought from the Chairperson of the College Council (currently Wendy Devine 0407 141 384 or chairperson@grace.uq.edu.au).

Persons who do not feel safe or confident to take such action may seek information from a manager, supervisor or Resident Assistant (RA), or a Grace College Equity Officer (details above).

Obtaining further information is a good way of clarifying an experience and the options available for responding to it.

The Employee Assistance Programme counselling is available free to Grace College employees regardless of whether the issue is related to a workplace problem or some other issue for the employee. Grace College employees are encouraged to contact free, professional counselling from Grace College's Employee Assistance Programme - Drake WorkWise on 1300 135 600 or at www.drakeworkwise.com.au.

Grievance Policy

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The following services are available to UQ students:

Service	Phone	Extension
UQ SUPPORT SERVICES—24 Hr Crisis Counselling	1300 851 998	
UQ SUPPORT SERVICES—Counselling (Business Hrs)	3365 1704	51704
UQ CHAPLAINCY (Business Hours)	3365 7059	57059
UQ SUPPORT SERVICES & CHAPLAINCY (After Hrs)	3365 1234	51234

Additional support service contact details are available in the College's *Emergency & Critical Incident Management Plan* (ECIMP) and with First Aid Kits in all designated Fire Warden Areas of the College. For further information on emergency responses, please consult the ECIMP.

10 Review details

This policy was adopted by Grace College on 23 July 2017.

This policy was last updated on 23 July 2017

Versions are numbered by year and month (i.e. May 2017 is 1705).

Version	Revision Details	Sections Affected	Revised by	Reviewed by Principal	Reviewed by Governance & Risk Management Committee	Reviewed by Council
1707	Initial Draft	All	Monro	22 July 2017	Referred directly to Council	22-23 July 2017
1708	Final Comments for this review.		Monro	29 August 2017	7 September 2017	2 October 2017
1807	Minor Changes	2, 3, 9, 10	Monro	30 July 2018	N/A	N/A

Where other Grace College policies refer to the "Management of Sexual Harassment Grievances Policy", this policy will apply in its place. This policy supersedes any other policies and documents previously issued by Grace College in relation to grievances.