Rationale
Nagle College is a community based on Christian gospel values and it is firmly intended that these are lived values throughout the whole organisation day to day. We strive to create an atmosphere of belonging and pride in the college where the richness, equality and contribution of all is appreciated and respected. This environment is characterised by fairness, mutual trust, respect, open communication, tolerance and reconciliation.

Scripture
“So then, whenever we have an opportunity let us work for the good of all and especially for those of the family of faith” (Galatians 6:10).

Mission
“As a Catholic Community in the Salesian Tradition we will demonstrate considerate, effective and efficient stewardship of human, environmental and material resources entrusted to our care”

“As a pastoral community, Nagle College aims to build positive relationships based on mutual respect and trust. We value, nurture and celebrate the uniqueness of each individual’s gifts and talents.”

Aim
Every member of the Nagle College community has the right to raise a grievance and expect that the issue be addressed appropriately and in accordance with the principles of natural justice. The Code of Canon Law requires that justice and reconciliation are at the heart of grievance procedure (Code of Canon Law, 1983 Canon 1733(1)). Effective and timely communication between members of the College community and Nagle College is a critical factor in the prevention and resolution of disputes.

A Complaints Handling Procedure helps build a safe and supportive culture as it:
• encourages early intervention in issues before they damage sound relationships
• ensures that behaviours destructive to positive relationships are identified as being unacceptable and are appropriately managed
• ensures that complaints are dealt with consistently
• enables the school community to identify patterns of unacceptable conduct enabling prevention strategies to be developed and implemented
• encourages individuals, with support, to resolve issues directly without third party intervention, and reduces the likelihood that external agencies will need to be involved.

Guiding Principles
• All parties shall be treated in accordance with the principles of natural justice.
• All proceedings shall remain confidential to the parties involved and the College Leadership Team if deemed necessary. Except where the College must by law inform external authorities.
• All parties will be treated with respect.
• A person is presumed innocent until proven otherwise.
• All parties will be treated with respect and dignity.
• The respondent will be informed of the nature of the allegations made against him/her.
• College staff responsible for the application of this policy will treat all parties in a non-judgmental and non-adversarial manner.
• The College will provide support and protection for all parties.
• All parties will have a right to a fair hearing.
• All relevant evidence/submissions will be considered when determining the dispute.
• Only matters relevant to the particular complaint will be considered.
• All parties will be given a written record of proceedings where appropriate and will be asked to attest to its authenticity. Where a party feels that they cannot attend to authenticity, that party will be given a chance to record their version of events/facts.
• This process will be recrimination free.
• All matters will be addressed in a timely manner.

**College Policy**
Nagle College respects the right of all members of the community to have access to a process, which will give full and fair consideration to any grievance that may arise. The process endeavours to hear in a timely and equitable manner any grievance raised to ensure that the principles of natural justice are followed.

**Definitions**

**Grievance** is any written complaint made by:
- a) a member of the college community or
- b) any member of the public or
- c) any legal identity
  against a member of the college community, or college in respect to any action, policy, process or situation relevant to the operation of the college.

**Issues** may take a variety of forms including matters relating to:
- Fellow staff, students or parents
- School resources of property
- Occupational health and safety
- School policy

**Discernment** There is an underlying assumption that complaints are made in good faith (and with good will) and with an intention for resolution as opposed to retribution. Vexatious or malicious complaints will not be handled by these procedures.

**Impartiality** Complaints are to be investigated in a fair and impartial manner. No judgments or assumptions will be made, and no action will be taken until the investigation is complete. Rights are to be protected and all parties given the opportunity to tell their side of the story.

**Confidentiality** Subject to legal compliance, all complaints and subsequent action is to remain confidential. The only people who will have access to information about the complaint will be the person making the complaint and the person investigating.
Nagle College – Grievance Policy

Timeliness
Each complaint is to be finalised within as short a period as possible. All complaints should be finalised within one month.

Recrimination-free
Complainants ought not to suffer in any way as a consequence of their action.

Legal Compliance
The College will always act in accordance with the relevant legislation, Catholic Education Office (CEO)/Catholic Education Commission of Victoria Ltd (CECV) policies and procedures.

Guidelines
It is hoped that most issues can be addressed through dialogue between the parties involved and this is the preferred path for grievance resolution. However where this is not possible or cannot resolve the issue, the following guidelines will apply.

- The College will maintain a Complaints Register listing all formal complaints and subsequent actions. This document will be maintained by the Principal’s Personal Assistant.
- The Complaints register will be available to the College Board and College community subject to compliance with the Privacy Act 1988 (Cth, relevant CEO/CECV policies and the College Privacy Policy)
- Specific Guidelines for the handling of grievances will be established by the College. All guidelines set for the hearing of any complaint must follow this Policy and any legal obligations.
- Staff members should address their concern in writing to the relevant member of the Leadership Team or College Administration, who have responsibility for that area of the College,
- In matters involving issues between staff members a mediation process may be put in place by the Deputy Principal Pastoral Welfare, Director of Teaching or Principal to help resolve the issue.
- In a situation where the issue cannot be resolved the Principal will act as the final arbiter in the process,
- In the case of a dispute with the Principal the matter should be referred to the Canonical Administrator,
- When setting the process for any complaints procedure the person complaining should have the opportunity to put the complaint to the person responsible in the first instance but otherwise as set by the Principal or delegated officer of the Principal
- Staff members should refrain from using public forums such as staff meetings or “all staff” e-mail messages to publicise their concerns or grievances or make a complaint.