



Purpose

Monivae College is committed to working with students, families and communities in building genuine, authentic relationships. Jesus modelled a transformation of the human spirit through collaboration, encouragement and building strong relationships. The development and promotion of meaningful relationships is a responsibility shared by all members of the school community, as they share a commitment to recognise and support the inherent dignity of each person.

Monivae College strives to be a community of faith, hope and love where communication takes place in an environment of transparency, respect, compassion, fairness, inclusion and a Christian concern for all.

Within the reality of the schooling experience, it is recognised that from time to time misunderstandings and issues will arise, and that these need to be resolved satisfactorily in partnership with members of the school community. These situations can be opportunities to model the love of Christ, and our response should be founded on a belief in the dignity of each person, on respect, compassion, integrity and truth.

This Policy is designed to provide a fair and transparent process for addressing grievances and concerns raised by students, parents/guardians, staff, and other stakeholders within the school community. This policy applies to all aspects of school life, including academic matters, interpersonal conflicts, disciplinary actions, and concerns related to the boarding residence.

Scope

This policy applies to all members of the school community, including students, parents/guardians, teaching and non-teaching staff, volunteers, and any other individuals involved in school activities. It encompasses grievances and concerns arising within the school premises, during school-sponsored events, and within the boarding residence.

Legislative Context

- Crimes Act 1958 (Vic.)
- Disability Discrimination Act 1992 (Cth)
- Disability Standards for Education 2005 (Cth)
- Education and Training Reform Act 2006 (Vic.)
- Education and Training Reform Regulations 2017 (Vic.)
- Equal Opportunity Act 2010 (Vic.)
- Health Complaints Act 2016 (Vic.)
- Health Records Act 2001 (Vic.)
- Occupational Health and Safety Act 2004 (Vic.)
- Privacy Act 1988 (Cth)

Definitions

Term	Definition
Bullying:	means repeated, unreasonable behaviours directed towards someone that creates a risk to health and safety, including but not limited to: <ul style="list-style-type: none"> • abusive, insulting or offensive language;

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	<ul style="list-style-type: none"> • behaviour or language that frightens, humiliates, belittles or degrades; • teasing or regularly making someone the brunt of practical jokes; • spreading gossip, rumours and/or innuendo; • deliberately excluding or isolating a person from normal work and/or study activities; • tampering with personal effect or study equipment; • intimidating someone through inappropriate personal comments, belittling opinions or unjustified criticisms; • overloading a person with tasks outside the scope of the course description; • setting timelines outside the scope of the course description that are difficult to achieve or constantly changing deadlines; • setting tasks that are unreasonable or beyond a person's ability and outside the scope of the course description; • deliberately isolating a person or ignoring them; and/or • deliberately denying access to information relevant to the person's studies.
Complainant:	means the school community member lodging the Grievance.
Discrimination:	<p>means unfair or less favourable treatment based on the following actual or assumed personal characteristics as defined under Commonwealth and State laws:</p> <ul style="list-style-type: none"> • sex; • gender identity; • marital status; • pregnancy; • breastfeeding; • status as a parent or carer; • sexual orientation; • lawful sexual activity; • race; • disability; • age; • industrial activity; • physical features; • religious beliefs or activities; • political beliefs or activities; • criminal record;

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	<ul style="list-style-type: none"> • medical record; or • personal association with a person who has, or is assumed to have, one of these personal characteristics. <p>This definition includes direct and indirect discrimination.</p>
Direct discrimination:	occurs if a person is treated less favourably than another person would be treated in the same or similar circumstances, on the basis of an attribute as listed above.
Grievance or Complaint:	is an expression of dissatisfaction with a real or perceived issue at a school where a response or resolution is expected.
Indirect discrimination:	occurs if there is an requirement, condition or practice that is unreasonable and that people with a particular attribute cannot meet.
Party:	means the Complainant, Respondent, and/or other persons involved in the complaint of resolution process.
Principles of Natural Justice:	<p>means general procedural fairness in the handling of a Grievance that involves all the following elements:</p> <ul style="list-style-type: none"> • the right to a fair and unbiased hearing; and • notice of the potential for an adverse decision; and • the right to attend hearings with a friend or support person, if required; and • the opportunity for all parties involved to be heard; and • genuine consideration by the decision-maker of any submissions made; and • genuine inquiry into any areas of dispute; and • the Respondent having full knowledge of the nature and substance of the Grievance; and • the Complainant not determining the outcome, but may be a party to it; and • the right to an independent, unbiased decision-maker; and • a final decision that is based solely on the relevant evidence.
Respondent:	means the person(s) against whom the Grievance has been lodged.
School Community Member	means any person enrolled as a student, parents, guardians, carers or legal representatives of the School, school

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	employees and volunteers.
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Policy Statement

Monivae College is committed to providing a fair, safe and productive environment for all students and staff members, but recognises that from time to time, school community members may have grievances about their experience at or with Monivae College. This feedback is welcomed, and is an important tool for monitoring and improving Monivae College’s overall performance. In all instances, Monivae College will respond to grievances in a way that contributes to Monivae College’s supportive and fair learning environment, and consistent with the principles of procedural fairness, equal opportunity and natural justice.

This policy has been developed in accordance with the DOBCEL Complaints Management Policy and DOBCEL Complaints Management Procedure.

Monivae College is committed to ensuring:

- an accessible, impartial, fair and equitable process;
- transparency and consistency;
- accessibility and visibility of policy and procedures;
- informal resolution of grievances wherever possible, and the creation and maintenance of harmonious and productive working relationships;
- privacy and confidentiality, including compliance with all applicable privacy legislation and Monivae College policies;
- grievances are considered in a timely manner, while keeping the parties fully informed of the progress of the matter;
- all staff and school community members cooperate with this police and associated procedures fully, openly and in good faith, with the aim of reaching an amicable and productive resolution; and
- intimidating, harassing, threatening, offensive or vexatious behaviour is not tolerated.

Any Monivae College community member who uses the grievance process to make a frivolous or vexatious complaint may be subject to disciplinary proceedings.

Monivae College reserves the right to decline to investigate a complaint, including but not limited to circumstances where another process is more appropriate, or where the issue is not sufficiently connected with Monivae College.

Monivae College takes grievances seriously, and considers the successful resolution of grievances to be an important indicator of its overall performance. Regular reviews of grievances patterns and subject matter are conducted, and steps taken at an administrative level to remedy policies, procedures and/or practices that need improvement. All reasonable steps will be taken to ensure complainants are not adversely affected by a complaint made by them, or on their behalf.

Supporting Documents

- School Community Grievance Procedure
- Staff Grievance Procedure
- Staff Grievance Lodgement Form
- School Community Grievance Lodgement Form

Responsibility

Approval Authority	Policy Sponsor	Administration
Responsible for monitoring the implementation, outcomes and scheduled	Responsible for maintaining the content of this policy as delegated by the Approval	Responsible for the administration support for the maintenance of this policy as directed by the

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review of this policy	Authority	Policy Sponsor
Directors	Deputy Principal	Compliance and Risk Manager

Promulgation

This policy will be communicated throughout the Monivae College school community in the form of:

- policies section of the Monivae College website;
- policy library section of the Monivae College intranet; and
- distribution of email to all staff.

Implementation

This policy will be implemented throughout Monivae College via:

- policy library section of the Monivae College intranet;
- staff briefing session; and
- training sessions.

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