

GRIEVANCE POLICY

Managing Complaints from External Parties

Approval Authority	Board
Policy Author	Stephen Peake
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Version	1.1

SCOPE

This policy applies to all external parties, including but not limited to:

- Parents or guardians of students
- Past students / alumni
- Students from other colleges
- Suppliers and contractors
- Visitors to the college
- University personnel
- Local community members.

Grievances from staff are addressed within the Staff Handbook, and student grievances are managed through the Respectful Relationships Policy.

POLICY DETAIL

Principles

The Grievance Policy for External Parties at Emmanuel College is founded on the following principles:

- Accessibility: The grievance process is accessible to all external parties.
- Confidentiality: All complaints are treated with the utmost confidentiality.
- Fairness: All parties involved will be treated fairly and equitably.
- Transparency: The process will be transparent, with all steps clearly communicated.
- Timeliness: Grievances will be addressed and resolved in a timely manner.

How to Lodge a Complaint

Complaints can be lodged in the following ways:

- **Email:** Send an email to privacy@emmanuel.uq.edu.au with the subject line "Grievance Complaint" and include all relevant details.
- **Mail:** Send a written complaint to:
The Principal/CEO
Emmanuel College
Sir William MacGregor Drive, St Lucia. Qld 4067
- **If the complaint is in relation to the Principal/CEO themselves, please address the letter to:**
The Chair chair@emmanuel.uq.edu.au
Emmanuel College Board
Sir William Macgregor Drive, St Lucia Qld 4067

Complaint Details

When lodging a complaint, please provide the following information:

- Your name and contact details.
- A detailed description of the grievance.
- Any relevant evidence or witnesses supporting your complaint.
- Any steps you have already taken to address the issue.
- Your desired outcome or resolution.

Grievance Handling Procedure

The steps involved in handling a grievance are as follows:

- 1. Acknowledgment**
 - Upon receipt of a complaint, the College (or Board Chair if applicable) will acknowledge the complaint in writing within five business days.
- 2. Initial Assessment**
 - The College, Board Chair or an independent party will conduct an initial assessment to determine the merits of the complaint and whether it falls within the scope of this policy.
 - If the complaint does not fall within the scope of this policy or requires more information, the College (or Board Chair if applicable) will inform the person lodging the complaint of the outcome within seven days of acknowledgment.
- 3. Investigation**
 - If the complaint is deemed valid, an investigation will be conducted. This may involve gathering evidence, interviewing relevant parties, and reviewing documents. Subject to the nature of the grievance, the College may engage an external investigator to undertake the investigation.
- 4. Resolution**
 - After the investigation, a resolution will be proposed. The complainant will be informed of the outcome in writing and the matter will be considered closed.
- 5. Appeal**
 - If either party are not satisfied with the resolution, they may appeal the decision. The appeal must be lodged within 10 business days of receiving the resolution. The appeal will be reviewed by a senior member of the College, or board, not previously involved in the case or another independent party where merited. A decision on any further appeals will be made at this point.

Timeframes

The College aims to resolve all grievances within 30 business days from the date of acknowledgment. In cases where an independent party or external investigator is involved or the complexity of the matter warrants it, this may be extended. Should more time be required, the complainant will be informed of the delay and the reason(s) for it.

Confidentiality

Emmanuel College will take all reasonable steps to ensure that information about the complaint is restricted to those involved in handling the complaint. All records will be kept secure and confidential.

Review of the Policy

This policy will be reviewed annually or as required to ensure it remains effective and relevant. Reviews will consider feedback from external parties and any changes in legislation or best practices. Emmanuel College values feedback as a means to improve its processes. Complainants may be contacted after the resolution of their grievance to provide feedback on the process.

Contact Information

For any queries regarding this policy or the grievance process, please contact:

The Principal/CEO

Emmanuel College

privacy@emmanuel.ug.edu.au

Phone: 07 3871 9100

Note: This policy is accessible on the Emmanuel College website and in hard copy upon request.