



Grievance pathway (education programs) (not students)

- Grievances should be resolved within 60 days of being submitted unless there are extenuating circumstances. This includes from stage 1 to the end of stage 3.

Stage 1: Person concerned

- If a person wishes to lodge a grievance (referred to as the **grievant**), they should raise the issue, verbally or in writing with the person concerned in the first instance if they feel comfortable doing so.
- The person concerned should acknowledge a written grievance in writing to the appellant within 7 days or as soon as practicable.
- A decision regarding the grievance may be given verbally or in writing based on the preference of the grievant.

Stage 2: Site leader

- If the grievant is not satisfied with the outcome from stage 1, they may escalate the grievance verbally or in writing, to a site leader (coordinator/head of campus/deputy principal).
- The site leader should acknowledge written grievances in writing to the grievant within 7 days or as soon as practicable.
- A decision regarding the grievance may be given verbally or in writing, based on the preference of the grievant.
 - The site leader should inform the HR manager about grievances relevant to the staff code of conduct or professional conduct policy.

Stage 3: Principal (YFCS)/manager Anchor Point /HR manager/CEO/manager FEAT

- If the grievant is not satisfied with the outcome from stage 2, they may raise a grievance to the principal (YFCS) or Anchor Point manager.
 - Serious grievances related to the staff code of conduct or professional conduct policy must be referred to the HR manager or CEO.
 - Grievances related to FEAT (for assessments or processes) must be referred to the manager FEAT.
- The grievant should be provided a decision in writing as soon as reasonably practicable.

Note: FEAT grievances must be resolved within a maximum of 60 days unless the grievant is given reasons in writing why the process will take longer.

Stage 4: External body

- If a grievant is not satisfied with the outcome from stage 3, they may seek advice or adjudication from a relevant external body – this may include a regulatory agency (e.g. Fair Work Commission).

- The means of lodging a stage 4 grievance will be determined by the relevant agency.

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