



Preston Neighbourhood House Inc.

“Leading our community towards greater independence and quality of life.

218 High St, Preston, 3072

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GRIEVANCES, COMPLAINTS & APPEALS

1. AUTHORISATION

The Preston Neighbourhood House Committee of Management adopted this policy for 2007.

2. REVIEW DATE

This policy shall be reviewed on or before December 2010

3. SCOPE

To whom does this policy apply and when?

- *Participants, staff and tutors engaged in the daily business of Preston Neighbourhood House.*

This policy is explained through:

- Curriculum Policy
- Recognition of Prior Learning
- Fees and Charges
- Refund Policy
- Code of Conduct
- *Charter of Human Rights*

In addition, reference should be made to:

- * Facility Hire

4. DEFINITIONS

Words or phrases that are special to this policy or procedure, which might be unfamiliar or misinterpreted.

- **This policy refers to the Rights and Responsibilities of all stakeholders engaged in the daily operations of Preston Neighbourhood House.**
- **It encourages tolerance and acceptance of diversity within our House community.**
- **It supports the Equal Opportunity and Non-discrimination policies of Preston Neighbourhood House.**

5. POLICY

VALUES

MISSION STATEMENT:

“Preston Neighbourhood House will encourage and support the local community to increase independence and quality of life by providing high quality, accessible programs and services promoting social interaction, mutual support and skill development”

PURPOSE

The purpose of this policy is to uphold the Preston Neighbourhood House’s values of:

- Inclusiveness
- Respect for an individual’s life journey
- Quality service
- Accountability

and to give an individual the opportunity to recourse should they feel aggrieved.

OBJECTIVES

- To deal effectively with problems before they become “big” issues,
- To ensure that people feel heard and that their concerns are treated seriously,
- To provide a fair hearing for all stakeholders,
- To have Preston Neighbourhood House’s issues managed within the House,
- To provide an opportunity for people to provide feedback,
- To balance the competing needs of diverse groups of people,
- To ensure that the Preston Neighbourhood House provides an inclusive environment and that no one is discriminated against on the basis of a person’s attributes such as:

*gender	*race	*disability
*age	*religious or political belief	*industrial activity
*marital status	*pregnancy	*breastfeeding
*sexual orientation	*career status	*physical feature
*HIV, Aids or Hepatitis C		

6. PROCEDURES

6.1 PART A GENERAL

- ◆ **PRESTON NEIGHBOURHOOD HOUSE** recognises the right of a student and other service users to express their concern about the service, other students or employees whilst attending the Preston Neighbourhood House centre.
- ◆ The aim of the grievance procedure is to ensure early resolution of a complaint. The Preston Neighbourhood House co-ordinators will inform students, facility users and staff/volunteers about the **Grievance Process**
- ◆ Students / facility users who have a grievance may also wish to discuss their concerns with another person present. For example, this could include a case manager, youth worker, interpreter or consumer advocate.
- ◆ The GRIEVANCE PROCEDURE is a simple process and will be treated with confidentiality. Support will be offered to all parties.
- ◆ If the aggrieved parties are unable to resolve the issue, then they should discuss the matter with the Manager, who will organise a formal meeting to see if the Preston Neighbourhood House's Code of Conduct and/or policies & procedures have been breached. A written statement should be provided by the aggrieved party.
- ◆ Any issue referred to the manager will be followed up within 5 days of receipt of the documentation. An initial phone call may suffice to organize meetings.
- ◆ If all parties feel the issue is unresolved, the matter will be taken to the **Preston Neighbourhood House Committee of Management** who will then review the grievance Procedures process and make a list of recommendations. Written statement should be addressed to:

**The President
Preston Neighbourhood House
218 High Street
Preston 3072.**

6.2 PART B re learners / student participants

- ◆ The process involves parties seeking their own solutions to issues wherever possible.
Student / Student: If you feel another student is interrupting your learning opportunities, speak to them about it and explain what the problem is.
Student / Staff: This may for example relate to a dispute over an assessment issue,
Student / Administration: This would generally relate to a person's enrolment status. Please refer to Part C below, should the student's participation in class be in question.
- ◆ At least two staff members should be in attendance at any meeting that is arranged to deal with complaints/grievances/appeals, and file notes are to be recorded. All documentation including written confirmation of resolution is to be recorded in a "Complaints/Grievance/Appeals" file which is to be secured in a locked filing cabinet in the Manager's office. Each party is permitted to have an advocate present during the meetings.

- ◆ If the aggrieved parties are unable to resolve the issue, then they should discuss the matter with the Manager, who will organise a formal meeting to see if the Preston Neighbourhood House's Code of Conduct and/or policies & procedures have been breached. A written statement should be provided by the aggrieved party.
- ◆ Any issue referred to the manager will be followed up within 5 days of receipt of the documentation. An initial phone call may suffice to organize meetings.
- ◆ If all parties feel the issue is unresolved, the matter will be taken to the **Preston Neighbourhood House Committee of Management** who will then review the grievance Procedures process and make a list of recommendations. Written statement should be addressed to:

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6.3 **PART C re TERMINATION FROM CLASS**

Before proceeding, advice may be sought from the ACFE Regional Office.

The education Co-ordinators or committee of management will only terminate a student's enrolment in any class in cases where there is a clear display of, not agreeing to the code of conduct or adhering to the grievance procedure process. The result for a breach of the rules or conduct shall be made clear to the students. Information on the reasons why a student is in a breach of Preston Neighbourhood House will be provided at all times.

- ◆ At this meeting the student will be expected to change their behavior. This is a first step in **TERMINATION FROM PRESTON NEIGHBOURHOOD HOUSE CLASSES.** (Refer to this document for a step by step explanation)

Students who do not agree to the Preston Neighbourhood House policies will have access to someone who can represent them at all times throughout the process. Preston Neighbourhood House will suggest services that may assist in the process.

PROCEDURE

FIRST WARNING

- ◆ VERBAL

The student will be given a verbal warning as early as practicable, telling them that they are in breach of our **code of conduct** and the consequences of such breach. The breach will be confirmed by the education Co-ordinators. It will be made clear to the student how the situation can be resolved. If the problem ceases, the procedure will not be taken any further.

SECOND WARNING

- ◆ WRITTEN

If the problem continues, the student will be issued with a written warning, which clearly details all the issues and the consequences of the issues. In the case of literacy and language students, tutors are to ensure that the WRITTEN WARNING is fully explained in a manner that ensures the student understands the meaning of the warning. The education Co-ordinators or Committee of management member will discuss the content of the written warning in a meeting within a week of the letter being posted. A copy of the letter will be placed in the student's file.

THIRD AND FINAL WARNING

- ◆ TERMINATION FROM THE PRESTON NEIGHBOURHOOD HOUSE CLASSES

If the strategies have failed to have any effect on the student and that an immediate change in behavior has not occurred, then it will be decided by the education co-ordinators to terminate the enrolment of the student. If the student wishes to re enroll in any Preston Neighbourhood House classes, it will be on the understanding that they sign a **CODE OF CONDUCT PRO FORMA** that will be regularly reviewed by Student, Tutor and education Co-ordinators.

Note: Where the participant engages in criminal behaviour, it is at the discretion of the manager to immediately terminate their enrolment at the Preston Neighbourhood House.

7.1 COMMITTEE STRUCTURE

It is the responsibility of the Committee of Management to ensure that all staff and users are aware of this policy and that it is implemented within the centre.

7.2 KEY RESPONSIBILITIES AND AUTHORITIES

- * The Coordinator will be responsible to work with staff to ensure this policy is implemented within the centre.
- * The policy may be viewed in the centre Policy Book.
- * The Committee of Management must formally approve any alterations to this policy and set due dates for review.

8. EVALUATION

- * Is the policy being successfully implemented?
- * Have any implementation issues occurred which need to be referred to C.O.M.