

GRIEVANCE OFFICER:

Complaints Resolution Policy:

The Grievance Officer will:

- ensure staff, residents, students and other stakeholders are informed about this policy and the complaints and grievance procedure by information on the website, prospectus, student and staff handbooks, noticeboard
- ensure staff and students are informed about this policy and procedures in their induction processes

Investigation of complaint/grievance: STEP 1

- Complaints may be made verbally and informally to the Grievance Officer, who will attempt informal resolution if appropriate, by mediation.
- If formal resolution is required, the complaint needs to be in writing.

The Grievance Officer will, in the case of a formal complaint:

- investigate the complaint
- interview all parties concerned and allow them to present their case
- if appropriate, seek resolution through mediation or conciliation
- record in writing the outcome and enter in the 'Register of Complaints'
- **complete this process within 5 days**

STEP 2: Formal Resolution

If unable to be resolved by Step1, the Grievance Officer will request that a senior member of staff be appointed by the Co-ordination to formally resolve the complaint or grievance.