

GRIEVANCE PROCEDURES POLICY

Good relationships within the LIS / STM community give students a greater chance of success.

Principles of our policy:

- Everyone should be treated with respect.
- All parties will listen to concerns with an open mind and investigate all relevant issues carefully.
- Confidentiality will be respected and maintained during and following the resolution process.
- Meetings to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner.

In the event of a grievance, the following procedures are expected to be followed by the LIS / STM community.

STUDENTS with a grievance

STEPS:

1. Talk about the problem with the person involved. Use problem solving procedures, i.e. "I don't like it when...I would like you to stop...If you don't stop I will have to ask a teacher to help..."
2. If the problem continues see the teacher immediately so they may help you resolve the issue. Parents may be notified, depending on the level of the grievance.
3. If the problem remains talk to someone you feel comfortable with. Talk to your Teacher, Assistant Teacher / Teacher Aide, relevant Deputy or the Principal and / or your parents about the problem at an appropriate time.
4. Allow a reasonable timeframe for the issue to be addressed.
5. If the issue is unresolved Parents and the Principal will work together to develop strategies to resolve the grievance.

PARENTS/STAKEHOLDERS with a grievance

STEPS:

1. Talk to the individual / teacher about the problem. Discuss the question of concern directly with the person involved, stating the problem clearly and objectively. Seek to resolve the problem in a way that respects the needs of those involved.
 2. Please do not enter LIS / STM classrooms or offices, about a major grievance, without prior arrangement.
 3. Allow a reasonable timeframe for the issue to be addressed.
 4. If the issue is not addressed arrange a time to talk to the principal.
 5. If you have followed steps one to four and you are still unhappy please arrange a time to talk to Newcrest Mining Ltd, Manger HR.
- For LIS / STM policy issues:**
1. Arrange a meeting with the principal to discuss your concern.
 2. Allow a reasonable timeframe for the issue to be addressed.
 3. If you are still unhappy arrange a time to discuss the issue with Newcrest Mining Ltd, Manger of Human Resources.

STAFF with a grievance

STEPS:

1. Talk to the person about the problem. Discuss the question or concern directly with the person involved stating the problem clearly and objectively. Seek to resolve the issue in a way that respects the needs of all involved.
2. Allow a reasonable timeframe for the issue to be addressed.
3. If the grievance is not resolved, speak to or contact –
 - * Deputy
 - * Principal
 - *A representative from Newcrest Employee Assistance Program
 Ask their support in addressing the grievance by:
 - speaking to the person involved on your behalf
 - monitoring the situation
 - investigating your concern
 - acting as mediator
4. If you have followed steps one to three and the issue is not resolved within a reasonable timeframe arrange a time to speak to Newcrest Mining Ltd, Manager of Human Resources.