

Grievance & Dispute Policy

1.	Purpose	<p>Flowers Design School management is committed to providing a safe, healthy and inclusive environment where all stakeholders have the opportunity to express and resolve work related grievances in accordance with the principles of natural justice. All grievances will be dealt with fairly, promptly, sensitively and confidentially.</p> <p>The purpose of this policy is to:</p> <ul style="list-style-type: none"> • Provide guidelines and formalised procedures to assist in the prompt resolution of grievances • Help managers negotiate resolutions with aggrieved stakeholders fairly and impartially • Help stakeholders resolve grievances at the lowest possible operational level within FDS • Promote consistency in the way similar matters are managed across FDS <p>This policy does not replace existing policies and procedures which provide formal avenues for appeal against decisions of the Flowers Design School management.</p>
2.	Scope	<p>The scope of this policy applies to all FDS stakeholders, including but limited to FDS management, team members and students.</p> <p>The Performance indicators aligned to this policy include but are not limited to: Client feedback Grievance Database FDS team</p>
3.	Definition(s)	<p>For the purposes of this policy, unless otherwise stated the following definitions shall apply;</p> <p><i>Aggrieved person</i>; The person who expresses a concern within the FDS environment.</p> <p><i>CEO</i>; Chief Executive Officer of FDS</p> <p><i>FDS</i>; Flowers Design School</p> <p><i>Formal grievance</i>; For the purposes of the Grievance Resolution Policy, a complaint becomes formal when it is submitted in writing to a member of the FDS management team. The details can then be registered on the grievance database for continuous review and improvement.</p> <p><i>Grievance</i>; Any type of problem, concern or complaint related to The FDS environment. A grievance can be about any act, behaviour, omission, situation or decision that the person perceives to be unfair or unjustified.</p> <p><i>Grievance Data Base</i>; A confidential statistical summary of grievances maintained</p>

		<p>by the CEO or nominated authorized person at FDS. The purpose of the database is to monitor grievance types, trends and outcomes for continuous improvement applications.</p> <p><i>Grievance File;</i> A confidential file created to hold a collection of documents generated during the resolution of a grievance.</p> <p><i>Informal Grievance;</i> Informal grievances are issues of concern where the parties involved attempt to resolve the matter themselves with minimal intervention. For the purposes of the Grievance Resolution Policy a complaint remains informal until it is submitted in writing to a member of the FDS management team for registration.</p> <p><i>Natural Justice;</i> Refers to a process that is fair to all parties and free of bias. The principles include the following:</p> <ul style="list-style-type: none"> • The right for an affected person to be heard before any decision which has the potential to affect them is made • The right to be informed of all allegations made • The right of response • Consistency in the organisational approach to issues. • The right to representation. <p><i>Representative;</i> For the purposes of the Grievance Resolution Policy a representative is a person nominated by either party to attend, council or act on behalf of the person relevant to the matter.</p> <p><i>Respondent;</i> A person identified by an aggrieved person whose actions have allegedly caused or contributed to the grievance.</p> <p><i>Resolution;</i> The resolution of a grievance can occur at any stage of the grievance process. A grievance is resolved when an aggrieved person confirms that an issue of concern has been addressed satisfactorily. The internal grievance process may be finalised without achieving resolution in instances when the grievance process as outlined within this policy has been exhausted. This may occur, for example, when it is determined that a grievance cannot be substantiated or where the nominated manager of the process determines that an appropriate action or remedy has been undertaken to address the grievance.</p> <p><i>Support Person;</i> A trusted friend or colleague who can provide assistance by listening supportively to your concerns and providing emotional support during meetings.</p> <p><i>Supervisor;</i> An authorised person who has functional responsibility for the aggrieved person.</p> <p><i>Stakeholders;</i> All persons with a vested interest in FDS including but not limited to;</p> <ul style="list-style-type: none"> • Students • Team Members • Professional Associations • Employers • Government & Regulatory Agencies • Contractors / Service providers
4.	Policy Guidelines	<p>In dealing with grievances, the following principles are fundamental and are to be adopted:</p> <p>Grievances should be discussed and resolved within a general framework of cooperation that emphasis's prevention of further disputes.</p> <p>Grievances should be handled within the normal reporting relationships that exist within the FDS management structure.</p>

		<p>Grievances should be addressed locally at the lowest possible operational level.</p> <p>Grievances should be addressed as quickly as possible to avoid the negative effects of ongoing problems within or external to the organisation.</p> <p>Grievances and any correspondence or documentation associated with a grievance are highly confidential and therefore all parties involved must treat such information with appropriate and adequate security and confidentiality.</p> <p>Details of the grievance will only be available to parties involved in the resolution process.</p> <p>Procedures for aggrieved person Aggrieved persons may choose to resolve their grievance either informally or formally. If it is not possible to resolve a complaint informally, a formal grievance may be lodged.</p> <p>Informal Grievance Procedures The aggrieved person should in the first instance attempt to resolve the grievance with the other person involved. Where an approach to the other person is unsuccessful or impracticable, the aggrieved person may seek assistance from an authorised or nominated person.</p> <p>An aggrieved person may request a meeting with any member of the FDS team along with a representative or support person of their choosing, and/or the party to the grievance (i.e. the respondent) as part of an attempt to resolve a grievance informally.</p> <p>Should either of the parties to the grievance invite a representative or support person to the meeting the other participants should be advised in advance.</p> <p>If the grievance is referred in writing, the respondent will be provided with at least a summary of claims, within two working days of receipt of the grievance. The summary of claims will be prepared in consultation with the aggrieved person. A respondent is entitled to be provided with the details of all allegations made against them so that they may respond to all the issues raised.</p> <p>Formal Grievance Procedures A grievance will be considered a formal grievance when it is submitted in writing to a representative of the FDS management team (or if that is impractical, a person employed at FDS) and the grievance is registered on the grievance database.</p> <p>The CEO is responsible for ensuring the actions undertaken to resolve formal complaints are monitored.</p> <p>Upon receipt of a grievance, the FDS member will liaise with the relevant parties and attempt to resolve the grievance.</p> <p>There may be circumstances where an external investigator may be appointed by the CEO to undertake an objective investigation of a grievance. External investigators will be provided with terms of reference to gather relevant information to assist with reaching a determination of whether on the balance of probabilities a grievance can be substantiated. All relevant parties to the grievance will be consulted about any associated expenses prior to the investigator being engaged. Costs incurred, as part of the grievance resolution process will be paid by FDS.</p> <p>If the nominated FDS supervisor is unable to resolve a formal grievance the person may request a meeting with the CEO (or his or her nominee), along with their representative or support person of their choosing, and/or the respondent to the grievance. Should either of the parties to the grievance invite a representative or support person to the meeting the other participants are to be advised in advance.</p>
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5.	References	<ul style="list-style-type: none"> a) Student Handbook b) Team member Handbook c) Grievance Registration Form d) FDS Organisational Folder / Policy Development / client services
6.	Approval	This policy is approved by The Chief Executive Officer of FDS
8.	Approval Dates	<p>The policy was approved on: 01/10/2009</p> <p>The policy takes effect from: 01/10/2009</p> <p>The policy was reviewed: 03/04/2010</p> <p>The policy will be reviewed by:01/10/2010</p>
9.	Policy Owner	<p>Matters arising from this policy should be directed to;</p> <p>The Chief Executive Officer of Flowers Design School Ms Jayne Endall Suite 39C City West Centre Plaistowe Lane, West Perth 6005 jayne@floristry.com.au Tel: +61 8 9321 022</p>