Adelaide Central School of Art

Staff Grievance Policy and Procedures

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Previous versions	N/A
Current version	Approved by Board of Governors March 2026
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Threshold Standard	6.2
Responsible person/s	CEO
Appendix A	List of amendments

1. Introduction

Adelaide Central School of Art (ACSA) is committed to providing a fair, safe, respectful and inclusive working environment. This Staff Grievance Policy outlines a clear, transparent and confidential process for staff to raise and resolve workplace grievances in a timely and equitable manner.

2. Purpose

This policy provides a framework for receiving and responding to staff grievances. This policy supports ACSA's obligations as an Institute of Higher Education and aligns with principles of procedural fairness, natural justice, the *Fair Work Act 2009 (Cth)*, and the *Educational Services (Post-Secondary Education) Award 2020* (the Award).

3. Scope

This policy applies to all ACSA staff, including:

- Permanent and fixed term employees
- Casual employees
- Contractors and sessional staff, where applicable

4. Definitions

4.1 Grievance: A concern, complaint or dispute raised by a staff member regarding work-related matters, including but not limited to:

- Interpersonal conflict or bullying
- Discrimination or harassment
- Work allocation, supervision or management practices
- Entitlements under the Award
- Workplace health and safety concerns
- ACSA policies or procedures and their implementation

4.2 Complainant: The staff member raising the grievance.

4.3 Respondent: The person against whom the grievance is made.

5. Policy

5.1 Grievance Management Principles

ACSA's approach to responding to and managing grievances is guided by the following principles:

5.1.1 Fairness and Natural Justice: Grievances will be responded to in line with the principles of fairness and natural justice. All parties will be informed of, and given an opportunity to respond to, allegations that may affect them, to the extent possible without compromising the health or safety of other parties.

5.1.2 Non-victimisation: ACSA prohibits victimisation or retaliation against any staff member who raises a grievance or participates in a grievance process in good faith. Every attempt will be made to ensure that complainants and respondents are not victimised, discriminated against, disadvantaged, or treated adversely. Allegations of victimisation will be treated as serious misconduct.

5.1.3 Confidentiality: ACSA will address grievances sensitively and confidentially, confining the sharing of information to appropriate staff on a need-to-know basis.

5.1.4 Timeliness: Grievances will be addressed as soon as reasonably practicable, with regard to the wellbeing of all involved.

5.1.5 Right to representation: Both complainants and respondents are allowed to be accompanied by a third party as a support person at any stage of the grievance process if so desired. The support person may be a colleague, union representative or other person of the staff member's choosing, provided they are not acting in a legal capacity unless otherwise agreed.

5.1.6 Transparency: Processes and outcomes will be clearly communicated.

5.2 Anonymous Grievances

Where requested, ACSA will try and maintain the anonymity of the complainant, to the extent possible. However, it may not be possible to progress anonymous grievances (where the identity of the complainant is not disclosed) due to the difficulties of investigating such complaints in accordance with principles of natural justice.

5.3 Misuse of Grievance Procedures

All grievances will be received as having been raised in good faith. If however, the assessment of a grievance reveals that it is vexatious, untruthful, or intended to harass or discriminate against another person, the complainant may be subject to disciplinary action.

5.4 Wellbeing and Safety

Grievances will be managed and responded to with consideration to the safety and wellbeing of all parties. ACSA will ensure that all parties are informed of the support services available to them throughout the process.

5.5 Related Policies and Reporting Requirements

Related policies will be considered as required by the nature of grievance, including but not limited to:

- Matters relating to sexual assault and/or sexual harassment must be managed under this policy in conjunction with the Sexual Assault and Sexual Harassment Policy, with adherence to all reporting requirements.
- Matters relating to child safety must be managed under this policy in conjunction with the Child Safety Policy, with adherence to all reporting requirements.

6. Responsibilities

6.1 The Chief Executive Officer (CEO) is responsible for ensuring that staff follow ACSA's policy and procedures for dealing with staff grievances and complaints.

6.2 All staff are responsible for complying with Staff Grievance Policy & Procedures.

7. Procedures

7.1 Informal Resolution

7.1.1 Where appropriate, staff are encouraged to attempt to resolve concerns informally as an initial step. This may include:

- Discussing the matter directly with the person involved.
- Seeking advice or support from a supervisor, manager, or management.

7.1.2 Informal resolution aims to address issues early and constructively. Participation is voluntary, and staff may proceed directly to a formal grievance if informal resolution is not appropriate and/or is likely to cause the staff member undue stress or concerns for their safety.

7.2 Formal Grievance Procedure

7.2.1 **Lodging a Grievance**

If a grievance cannot be resolved informally, or is of a serious nature, the staff member may lodge a formal grievance in writing by email to:

- Their line manager, or
- The CEO or Academic Director (where the grievance involves the line manager), or
- The Chair of the Board of Governors (where the grievance involves the CEO)

The written grievance should include:

- A clear description of the issue and concerns.
- Relevant dates, facts, and parties involved, including witnesses if relevant.
- Any steps already taken to resolve the matter.
- The outcome sought.

7.2.2 **Acknowledgement of Grievance**
ACSA will acknowledge receipt of a formal grievance within five (5) working days. The complainant will be notified if the grievance will be shared with other senior staff involved in the management of grievances.

7.2.3 **Assessment and Response**
ACSA will assess the grievance and determine an appropriate response, which may include:

- Meeting with the complainant.
- Mediation or facilitated discussion, facilitated by ACSA staff and/or an externally engaged professional.
- Internal investigation of the complaint.
- Referral to an external investigator.

All parties will be informed of the process and given an opportunity to respond to relevant information.

All parties may choose to be accompanied by a support person at any stage of the grievance process as per 5.4 of this policy.

Reasons for decisions and actions taken throughout the grievance procedure will be provided in writing to both complainant and respondent if requested at any stage during the grievance procedure.

Nothing in this policy prevents management from taking any one or more of these options in any particular order. Management will make decisions based on the evidence available, fairness to all parties involved, with impartiality and objectivity.

7.2.4 **Outcomes**
Following consideration of all relevant information, ACSA will provide a written outcome outlining:

- Findings (where applicable).
- Any actions to be taken.
- Reasons for the decision.

Outcomes will be communicated as soon as practicable.

7.2.5 **Withdrawn Grievances**
Grievances withdrawn by a staff member will be considered resolved. ACSA will not normally consider previously withdrawn grievances that are resubmitted, except in exceptional circumstances.

7.3 Records
Records of grievances, responses, and outcomes will be maintained in accordance with ACSA's Privacy Policy and Procedure and relevant legislation.

8. External service for complaints and appeals

Nothing in this Policy limits a staff member's rights under the Award or relevant legislation to seek advice or lodge a complaint externally. This may include referral of the matter to:

- The Fair Work Commission (including for dispute resolution under the Award).
- The Australian Human Rights Commission.
- A relevant union or professional association.

Staff are encouraged, but not required, to attempt resolution through ACSA's internal processes before pursuing external options.

Related Documents
Diversity, Inclusion and Equal Opportunity Policy
Privacy Policy & Procedure
Respectful Behaviour Policy & Procedures
Sexual Assault and Sexual Harassment Policy and Procedures

APPENDIX A: Policy Amendments