



Grievance Procedures

1. Purpose

Melbourne Archdiocese Catholic Schools (**MACS**) is committed to maintaining a positive work environment where all staff members feel valued, respected, and supported.

This procedure outlines the process for MACS and MACS Staff, where a MACS Staff member wants to raise a concern or complaint related to their employment and to ensure such grievances are addressed promptly and effectively.

2. Scope

This procedure applies to all MACS Staff and is not intended to apply or replace other MACS procedures, where another relevant MACS policy or procedure applies.

3. Principles

- **Confidentiality:** All grievances will be handled in a confidential manner, with disclosure limited to individuals on a need-to-know basis.
- **No retaliation:** Retaliation against staff members who raise grievances in good faith is strictly prohibited and may result in disciplinary action, up to and including termination of employment.
- **Fairness:** All parties will be treated with respect and impartiality.
- **Timeliness:** Concerns will be addressed as quickly as possible. Staff members are encouraged to act promptly in respect of complaints and grievances and raise them as soon as possible.
- **No Wrong Door:** Employees may raise concerns through any principal, manager, supervisor, or MACS People Partner they feel comfortable with. All staff receiving a complaint are responsible for ensuring it is directed to the appropriate person or MACS leader for action.

While employees are strongly encouraged to follow the procedures outlined in this document to ensure timely and effective resolution of concerns, strict adherence is not a prerequisite for a complaint to be considered. A failure to follow these procedures precisely will not, in itself, invalidate a concern or prevent it from being addressed. MACS is committed to responding to all genuine complaints, regardless of how they are raised.

4. Informal Resolution

- 4.1. Employees are encouraged to first attempt to resolve the issue informally by discussing it directly with the person involved or their immediate supervisor.
- 4.2. If resolved, no further action is required.

5. Formal Grievance

- 5.1. If the issue is not resolved informally or the employee prefers a formal approach:
 - a. Submit a written complaint to the Principal, Senior Manager (School Leadership), General Manager (Regions) or for MACS office employees to the appropriate People Partner or manager.
 - b. Include:
 - description of the concern
 - date(s) and time(s) of incidents
 - names of individuals involved
 - any supporting evidence

- c. Appendix 1 may be used to raise a grievance.

Acknowledgment

- 5.2. The person receiving the grievance will acknowledge receipt of the complaint within three **business days**.
- 5.3. For grievances raised by school-based staff, the Employee Relations Team will be notified and consulted for management and/or support.

6. Responding to formal grievances

- 6.1. Upon receiving a formal grievance, consideration will be given as to the most appropriate option for addressing or resolving the grievance. These options include, but are not limited to:
- Supporting the employee to resolve the grievance themselves
 - The grievance being addressed directly with the people involved
 - Restorative practices, for example mediation or facilitated discussions
 - Formal investigation by MACS or a third party
 - No action being taken (in circumstances where the grievance is found to be frivolous, false or vexatious, or where the employee decides not to progress with the grievance, and it is not a matter that MACS determines to investigate).

7. Outcome and Resolution

- 7.1. Where appropriate, any actions to be taken will be communicated to the employee who has raised the grievance and relevant parties.
- 7.2. If the complaint is substantiated, appropriate action will be taken, which may include disciplinary action.

8. Record Keeping

- 8.1. All documentation related to the complaint will be securely stored and only accessible to authorised personnel.

9. Support

- 9.1. The following confidential support is available to MACS staff:
- Employee Assistance Program (Access EAP) on 1800 81 87 28.
 - MACS Mental Health First Aiders
- 9.2. Please also see the [CEVN MACS Wellbeing Hub](#) for further resources.

10. Related policies and documents

Supporting documents

Appendix 1 – Staff Grievance Form

Related MACS policies and documents

MACS Code of Conduct

6. Policy information table

Responsible executive	Director, People and Culture
Procedure owner	General Manager, Employee Relations
Approving authority	Director, People and Culture
Approval date	29 October 2025
Review by	October 2027
Publication	CEVN, Gabriel

POLICY DATABASE INFORMATION	
Assigned framework	Employment
Related documents	See list of supporting documents and related policies above
Superseded documents	NA
New procedure	New

Appendix 1: Staff Grievance Form

Confidential

Please complete this form to raise a grievance. All information provided will be treated confidentially and in accordance with MACS policies and procedures.

Section 1: Employee Details

Full Name:	
Role/Job Title:	
School/MACS Team:	
Contact Number:	
Email Address:	

Section 2: Grievance Details

Date(s) of Incident(s):	
Location of Incident(s):	
Individuals Involved (if any):	
Please describe the nature of your grievance in detail: (Include relevant facts, dates, and any supporting information)	

Section 3: Actions Taken

Have you taken any steps to resolve this grievance informally?

☐ Yes

☐ No

If yes, please describe what actions were taken and the outcome:	
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Section 4: Desired Outcome

What outcome or resolution are you seeking?	
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Section 5: Supporting Documents

☐ I have attached supporting documents (emails, screenshots, etc.)

Declaration

I confirm that the information provided in this form is accurate to the best of my knowledge.

Signature: _____

Date: _____