

AISSA GRIEVANCE POLICY

BACKGROUND

From time to time, matters of concern might arise for AISSA member schools and members of the public in how the AISSA is undertaking its work on behalf of its member schools. This policy sets out the process by which such concerns can be resolved.

This policy cannot be used as an alternate avenue of appeal relating to a decision under another approved policy. This policy excludes matters of concern under the AISSA Constitution and Rules and matters relevant to the obligations of the AISSA under the *Fair Work Act 2009*.

PROCEDURE

If a member school or other body or person has concerns with the operations or conduct of AISSA, then the affected party should detail those concerns in writing and address them to the Chief Executive, AISSA.

On receipt of the written grievance, the Chief Executive will make inquiries relating to the grievance and respond to the affected party as soon as practicable, in the hope of resolving the concerns.

If the affected party is dissatisfied with the Chief Executive's response, they should further address their concerns in writing to the Chair of the AISSA Board.

On receipt of the written grievance, the Chair will make further inquiries relating to the grievance and respond to the affected party as soon as practicable, in the hope of resolving the concerns. The Chair's response to the grievance will be considered final and no further appeal can be made under this policy.

Contact details for the Chief Executive and the Chair of the AISSA Board are available on the AISSA website www.ais.sa.edu.au.