



## **Grievance Procedure for Students of Woodbury**

### **POLICY**

**Woodbury recognises that all** students have a right to take a grievance to any level within the organisation. However, where possible grievances shall be addressed and resolved at the point of conflict by the persons concerned, or as close as possible to the level within the organisation where the conflict has occurred.

Woodbury relies on each person involved to help it by bringing these matters to its attention and working together to resolve them.

### **WHEN TO USE**

**At all times when working with and on behalf of students.**

### **GUIDELINES**

#### Definition

A statement or demonstration of concern becomes a grievance when it is reported to a person in authority at Woodbury, and requires action or response under Woodbury policies and procedures. A grievance can be about a situation, a process, a person or people.

These procedures outline ways in which a client or another person on his/her behalf and Woodbury can together resolve matters of concern and achieve the best for that individual.

This policy can also be used by an individual family member or another person on his/her behalf if he/she is unhappy with an aspect of Woodbury's services to families that affects that individual.

The student and/or their family member are always entitled to bring an advocate to assist them to any meeting about their concerns. A list of advocacy organisations is attached.

*An individual may be unhappy about:*

- a) a situation which affects the individual's rights;
- b) the actions of one or more Woodbury's employees;
- c) all or part of the service the individual receives;
- d) any practice, procedure or policy that affects the individual.

*An individual may be unhappy because he/she:*

- a) does not understand;
- b) wants an explanation;
- c) wants something stopped;
- d) wants something done.

When a student or family member expresses a concern, it must always be taken seriously and responded to promptly in a co-operative way. It is very rare not to be able to reach a successful resolution and often expressing a concern leads to creative and different solutions that are better for everybody.

## **Procedures**

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### **1** *Helping a student to use this policy:*

- (i) Because of communication difficulties, Woodbury staff need to be particularly sensitive to any attempts by a person with a communication impairment to express their needs or concerns.
- (ii) When a member of staff believes that a student is indicating unhappiness about some aspect of Woodbury, he/she is to immediately inform the Executive Director in order to ensure that no problem remains unresolved. In most cases, however, the first recourse should be for the staff member's concerned to resolve issues directly with the student and/or family concerned.

### **2** *Resolve it with the staff member involved:*

Often the individual and staff member can resolve the matter informally during their day-to-day contacts.

Woodbury encourages individuals to work things out together when and where the problem occurs. This is often the best way to ensure that the individual always gets the best from Woodbury.

3 *Resolve it with the Executive Director:*

The staff member may not be able to resolve the matter.

OR

The individual may prefer to go to a more senior member of staff.

OR

The matter may involve a general policy.

*The individual and/or others involved should immediately contact the Executive Director who will attempt to resolve the matter within 48 hours.*

There is no need to put anything in writing unless you decide with the Executive Director that a record should be kept.

4 *Refer it to the Board of Directors:*

If you are unhappy with the decision(s) of the Clinical Director, you should refer your concern, in writing, to the Board of Directors (*marked confidential*). The Board will discuss the matter at the next Executive meeting, or if urgent, call a special Executive meeting and respond in writing.

7 *Independent assistance:*

- (i) If the matter cannot be resolved, the Board may request assistance and/or support from an independent organisation specialising in support for people with developmental disabilities.
- (ii) A student or another person on his/her behalf may contact and involve any assistance they may find helpful and/or contact another complaints service if this seems appropriate.
- (iii) A client should always consider bringing an advocate with whom they feel comfortable to any discussion about concerns they have.

## **Confidentiality**

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Any matter that a student, a family member or another person on his/her behalf seeks to have resolved will be treated confidentially, and will not appear in the individual's client file.

*All information will be held in confidence by Woodbury.*

## **Monitoring**

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The general nature and number of matters brought to the Executive Director for resolution will be regularly reported to the Board of Directors on receipt of each grievance and immediately following resolution, without identifying individuals or their specific concerns. The Board will use this information to ensure that the Woodbury is truly doing the best it can to help people with Autism Spectrum Disorders and their families get the best from Woodbury.

A monitoring form is to be completed for each complaint. Individuals are not identified by name on this form.

# GRIEVANCE MONITORING FORM

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This form should be completed each time you receive a complaint from a student, a family member, from another person on his/her behalf, or from a member of staff or volunteer.

***Please do not identify individuals by name.***

1 Date grievance first notified: .....

2 Indicate with a ✓ the person bringing the grievance:

- a) student
- b) person on client's behalf  
describe person (eg. advocate,  
member of staff, parent, etc)
- c) family member
- d) person on family member's behalf  
describe person (eg. member of staff,  
representative of other organisation, etc)
- e) member of staff
- f) volunteer

3 Nature of grievance:

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4 List other people involved in resolving the grievance:  
(eg parent, advocate, external organisation, teacher,  
grievance committee)

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5 Strategies used to achieve resolution:

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6 Date solution achieved, and nature of resolution:

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7 Reasons if grievance not resolved satisfactorily:

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8 Documentation:

Yes

No

In Executive Director's file

9 Date Board notified : .....

10 Nature of Policy decision (if any):

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Signed: .....

Date:

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*Senior Staff Person*

Signed: .....

Date:

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