

TEACH US
* CONSENT

Complaint Handling & Incident Reporting Policy

Policy Owner	Teach Us Consent Global
Point of Contact	HR Team
Date of Review	Complaint Handling & Incident Reporting Policy v1.0 2025.03
Review due	April 2026

Objective

Teach Us Consent (TUC) is committed to providing an environment where all employees are treated equally and with respect. The purpose of this framework is to allow you to have grievances or complaints addressed internally in a timely and confidential manner. We recognise the importance of sensitivity, confidentiality and objectivity in the resolution process and will ensure all reasonable steps are taken to respect the confidentiality of the people involved in a grievance and encourages all employees to raise a grievance without fear of disadvantage or victimisation.

These guidelines apply to:

- All employees (full-time, part-time, casual)
- Contractors and volunteers
- Any individuals undertaking activities where contact with children (direct or incidental) occurs

RESPONSIBILITIES

Teach Us Consent's Responsibilities

It is TUC's responsibility to ensure that:

- Managers are empowered to educate their teams on a regular basis about the existence of this Policy, and their rights and responsibilities in relation to implementing this procedure;
- any breach of this Policy is dealt with in a fair and consistent manner; and
- when a grievance is made, and escalation is required, the General Manager (GM) will determine if reasonable grounds exist to commence an investigation, co-ordinate any such investigation and decide based on an investigator's report.

Manager Responsibilities

Managers are required to:

- work with Team Members to resolve any grievance in a timely and consistent manner;
- liaise with the GM and Human Resources (or equivalent role) to determine if a formal investigation is required; and
- in the case of a formal investigation, review any recommendations of the investigation and assist in the determination of the most appropriate course of action.

Team Member Responsibilities

Team Members are required to;

- raise any grievance as soon as possible;
- engage in grievance procedures in good faith; and
- be committed to working towards a solution.

What are your options if you have a grievance or complaint?

In general, there are three options to consider if you have a grievance:

Deal with the matter informally.

Approaching the person involved in your grievance, if you feel comfortable in doing so. You can tell them that their behaviour, decision, actions, etc. was unfair, offensive, discriminatory, etc., and why you believe this to be so. The person may have been totally unaware of the effect their behaviour or decision has had on you. By telling them, you give them a chance to redress the situation. This may not be appropriate in some cases, particularly if you do not feel comfortable speaking to the person involved.

Speak to your manager.

If you do not want to or cannot speak to the person involved directly, you can tell your manager about your grievance. They should be able to tell you what your options are. They may decide or be required to take more formal action. They may seek your approval before doing anything — although sometimes they may decide that acting will be necessary, even if you do not wish for them to do so (for example, where failure to do so poses a health and safety risk).

Make a formal complaint.

If you do decide to make a formal complaint, this can be done by putting the complaint in writing and submitting this to your manager, (HR representative?) or senior leader. The written complaint should contain a description of the incident(s), complaint or grievance, the time and date of the incident(s), the names of any witnesses, your signature, and the date of the complaint.

Preliminary Investigation

The manager or senior leader will consult with the General Manager and/or Human Resources(?) as soon as possible after receiving a written grievance to determine if a formal investigation into the allegation/s is required. If the grievance does not warrant an investigation, the Team Member's manager will work with the Team Member to resolve the issue.

Formal Workplace Investigation

If the GM determines that a formal investigation is to be conducted, an investigator will be appointed, which may be someone external to the organisation. The role of the investigator is to determine the facts of the matter. They do this by interviewing the relevant parties and any potential witnesses, providing the Respondent an opportunity to respond to any concerns raised, and reviewing any other available evidence. The investigation will seek to make findings in relation to each of the allegations and may make recommendations to avoid a similar incident occurring.

Possible Outcomes of the Procedure

The outcomes will depend on the nature of the grievance and the procedure followed to address the grievance. Where an investigation results in a finding that a person has engaged in conduct in breach of policy, that person may be subject to disciplinary action.

Where the investigation results in a finding that an individual has engaged in serious misconduct, this may result in instant dismissal. Any disciplinary action is a confidential matter between the affected person/s and TUC.

TUC may take a range of other non-disciplinary measures to resolve a grievance. Examples include, but are not limited to:

This may or may not involve but is not limited to:

- training to assist in addressing the problems underpinning the grievance;
- monitoring to ensure that there are no further problems;
- requiring an apology or an undertaking that certain behaviour will stop; and/or
- changing work arrangements.

Confidentiality

All parties involved in a grievance procedure must maintain confidentiality as far as possible. If any Team Member is not certain in relation to the confidentiality requirements of their given situation, they should contact their manager for clarity prior to speaking with their colleagues.

Continuous Improvement and Policy Review

Teach Us Consent is committed to continuously improving our child-safe practices. We regularly review these guidelines, and make necessary adjustments to improve our approach and meet the evolving needs of children and the community. This policy will be reviewed annually.