



## GRIEVANCE PROCEDURE / POLICY

Good relationships within the school community give children a greater chance of success and help to ensure that positive working relationships between all stakeholders in the school can be maintained or repaired. The policy is underpinned by the basic principles that: Everyone should be treated with respect; All parties will listen to concerns with an open mind and investigate all relevant issues carefully; Confidentiality will be respected and maintained during and following the resolution process. Meetings to discuss grievances may be suspended by either party if any person/s is deemed to have behaved in an insulting or offensive manner. In such circumstances, grievances are to be referred directly to the Educational Director, however, in the event of a grievance, the following guidelines may be used. For further detail refer to the DECD documents *Grievance Procedures for Employees* and the *Grievance Resolution Policy*. The Public Sector Code of Ethics is binding within this document also.

STUDENTS with a Grievance	PARENT(S)/CAREGIVER with a Grievance	STAFF with a Grievance
<p><b>STEPS:</b></p> <ol style="list-style-type: none"> <li>1. Talk about the problem with the person involved. Use agreed problem-solving procedures, ie "I don't like it when...", "I would like you to stop...", "If you don't stop I will have to ask a teacher to help..."</li> <li>2. If problem continues, see the teacher immediately so they may help you resolve the issue. Parents/Caregivers may be notified, depending on the level of the grievance.</li> <li>3. If the problem remains talk to someone you feel comfortable with: a teacher, School Services Officer, PCW, student leadership member and/or your parents about the problem at an appropriate time.</li> <li>4. Establish a mutually agreeable and reasonable timeframe for the issue to be addressed.</li> <li>5. If issue is unresolved, Parents/Caregivers and Principal will work together to develop strategies.</li> <li>6. Outside agencies may need to be contacted, i.e. Families SA.</li> </ol>	<p><b>Issues related to classrooms/learning:</b></p> <ol style="list-style-type: none"> <li>1. Talk to the classroom teacher about the problem. Discuss the question or concern directly with the person involved, stating the problem clearly and objectively. Seek to resolve the problem in a way that respects the needs of those involved.</li> <li>2. Please do not enter school classrooms or offices about a major grievance without prior arrangement.</li> <li>3. Establish a mutually agreeable and reasonable timeframe for the issue to be addressed.</li> <li>4. If the grievance is not addressed, arrange a time to speak to the Principal.</li> <li>5. If you are still unhappy, please arrange a time to speak with the Educational Director (see below) or DFE Complaints.</li> </ol> <p><b>For issues related to school policy:</b></p> <ol style="list-style-type: none"> <li>1. Arrange a meeting with the Principal to discuss your concern.</li> <li>2. Establish a mutually agreeable and reasonable timeframe for the issue to be addressed.</li> <li>3. If you are still unhappy, arrange a time to discuss the issue with the Educational Director.</li> </ol> <p>Education Director: Ann Prime c/o 8207 7146 or the Education feedback and complaints service – 1800 677 435 if issue not resolved. <a href="http://www.education.sa.gov.au">www.education.sa.gov.au</a> or email <a href="mailto:Education.EducationComplaint@sa.gov.au">Education.EducationComplaint@sa.gov.au</a> or you may also contact the Ombudsman: 8226 8699 or <a href="http://www.ombudsman.sa.gov.au">www.ombudsman.sa.gov.au</a></p>	<p><b>STEPS:</b></p> <ol style="list-style-type: none"> <li>1. Talk to the person about the problem. Discuss the question or concern directly with the person involved stating the problem clearly and objectively. Seek to resolve the issue in a way that respects the needs of all involved.</li> <li>2. Establish a mutually agreeable and reasonable timeframe for the issue to be addressed.</li> <li>3. If the grievance is not resolved, speak to your Principal/Line Manager, a nominated grievance contact, i.e. WHS Representative, Union Representative, etc. Ask their support in addressing the grievance by: <ul style="list-style-type: none"> <li>- speaking to the person involved on your behalf</li> <li>- monitoring the situation</li> <li>- investigating your concern</li> <li>- acting as a mediator</li> </ul> </li> <li>4. If the issue is not resolved within the mutually agreed and reasonable timeframe, arrange a time to speak to the Educational Director: Ann Prime c/o Noarlunga Education Office 8207 7146 DECD Employee Services or AEU may also provide assistance.</li> </ol>