



Grievance Policy & Procedures

Good relationships within the school community give children a greater chance of success. However in the event of a grievance, the following guidelines may be used. For further detail refer to the Department’s documents – “Grievance Procedures for Employees” and the “Grievance Resolution Policy”.

Principles of our policy:

- Everyone should be treated with respect.
- Meetings to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner.
- Violent and/or offensive or indecent behaviour will result in the police being called to the school.

GRIEVANCE PROCEDURES

STUDENTS With a grievance could	PARENT(S)/CAREGIVER with a grievance could	TEACHERS with a grievance could
<p>STEPS:-</p> <ol style="list-style-type: none"> 1. Talk to the person about the problem. 2. Talk to a teacher, Principal, Pastoral Support Worker or S.S.O. about the problem at an appropriate time. 3. If you feel uncomfortable, speak to someone, ‘with whom you feel comfortable’ 4. If issue is unresolved, speak to your parent(s)/ caregivers. 	<p>STEPS:-</p> <p><u>Classroom Concern - start here</u></p> <ol style="list-style-type: none"> 1. Arrange a time to speak to the relevant teacher(s). (Ph:8581 7127) R-2 Class teachers Sue Stacey Yr 3-7 Class teacher: Julie Schutz (Mon – Th) Lynda Lewis (Fri) 2. Please do not enter school classrooms or offices about a major grievance without prior arrangement. 3. Let the teacher know what you consider to be the issue. 4. Allow a reasonable timeframe for the issue to be addressed. 5. If the grievance with a teacher(s) is not addressed or you have a school wide concern, arrange a time to speak with the Principal- Angela Jenkins. Documentation of meeting to be kept. 6. Allow a reasonable timeframe for the issue to be addressed. 7. If you are still unhappy, please arrange a time to discuss the issue with the Educational Director : Kathryn Bruggemann (Gawler): 8522 0900 8. Educational Director is unable to resolve the concern, contact the Parent Complaint Unit: Ph: 1800 677 435 (Freecall) Email: DECD.parentcomplaint@sa.gov.au www.decd.sa.gov.au/parentcomplaint 	<p>STEPS:-</p> <ol style="list-style-type: none"> 1. Arrange a time to speak to the person concerned. 2. Allow reasonable time for the issue to be addressed. 3. <i>If the grievance is not resolved, speak to</i> <ul style="list-style-type: none"> • The Principal • A nominated grievance contact • WHS Representative • Union Representative • Staff member • Pastoral Support Worker <p><i>Ask their support in addressing the grievance by:</i></p> <ul style="list-style-type: none"> - speaking to the person involved on your behalf - monitoring the situation - investigating your concern - acting as a mediator 4. If the issue is not resolved within a reasonable time arrange a time to speak to the Assistant Regional Director. 5. If your grievance is with the Principal, arrange a meeting as above. If the issue is not resolved, arrange a time to speak to the Assistant Regional Director.

It is only natural that from time to time, parents/caregivers will have concerns about what happens at school. When this happens, we need to know the correct way to satisfactorily have our concerns heard and acted upon. Your concerns may relate to either staff members or school policy. If parents/caregivers have a concern it should be discussed with relevant staff - only then can appropriate action be taken. Your concerns will be discussed with the relevant people. You will need to be specific about your concern (e.g. describe an incident and/or quote the words used). Some parents believe that if they raise a concern, their child will be treated differently (i.e. "picked on"). Teachers are professional people and don't do this, and Principals and Regional Directors are required to see that it does not happen. The Principal will investigate the grievance and you will be informed of the outcome. We always appreciate a message letting us know that you received notification of the outcome and whether you are satisfied with it. Under Department for Education and Child Development guidelines, parent bodies, such as Governing Council and Parent Club must be directed by their chairpersons not to discuss performance of school staff.

It is important that these concerns are kept confidential, and although at times you may wish to seek support from friends, it is very important to do so wisely. When the matter is discussed in the student's presence, it is important that the student understands that you have confidence that the issue will be resolved confidentially at the school level. Criticism of the school or teacher does not support the child's education as it undermines trust and confidence. The school can only deal with issues that are raised in the ways outlined above. If we do not receive information then we assume that all is well.

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How to get help with a concern or complaint

