



Acting Principal : Penny Wilde

Grievance Policy / Procedures

*** RESPONSIBILITY * RESPECT * COMMUNICATION * EXCELLENCE * FRIENDSHIP ***

Effective 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 Education Department's documents: "Guide to Resolving Grievances & Complaints for DECD Employees" and "Parent Concerns and Complaints Procedure".

PRINCIPLES

As a school community we are committed to working together to meet the educational needs of our students. This occurs most effectively when staff, students and parents are working towards the same ends. This can only happen if there is trust, and open and effective communication between the people within the school community.

Staff members (including school leaders), students and parents are encouraged to work well together, treat each other with respect and integrity, and act to resolve concerns and conflicts promptly and effectively. This promotes a productive and happy work environment and the health of the school community.

You can assist resolution of your problem by:

- Addressing the issue, rather than trying to ignore it.
- Stating clearly and objectively, giving specific instances where appropriate
- Seeking a solution that attempts to meet the needs of those concerned

Our mutual commitment when someone raises a concern:

- We will listen to concerns with an open mind and seek to understand them
- We will maintain confidentiality
- We will treat each other decently
- We will investigate any relevant issues carefully
- We will be committed to resolving any problems in ways that respect individuals and attempt to meet the needs of all concerned as fairly as possible
- We will attempt to communicate clearly, sensitively and objectively
- We will establish time lines for actions and review for any resolutions.

STUDENTS WITH A GRIEVANCE SHOULD:

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 it in a way that respects the needs of those involved.
2. If you feel uncomfortable, speak to someone, 'who you feel comfortable with'. Talk to a teacher, School Services Officer, CPSW, Principal, or Student Counsellor, and / or your parents about the problem at an appropriate time.
3. Allow a reasonable timeframe for the issue to be addressed.
4. If issue is unresolved, speak to your parent(s) / caregivers.
5. If the grievance is not addressed, arrange a time for your parents and you to speak with the Teacher, Principal or Deputy Principal.

PARENTS / CAREGIVERS WITH A GRIEVANCE SHOULD:

Issues related to classrooms:

1. Negotiate a suitable time to meet with the teacher. Discuss the question or concern, stating the problem clearly and objectively. Seek to resolve it in a way that respects the needs of those involved. Under no circumstances are parent / caregivers to approach students or other parent / caregivers directly.
2. Allow a reasonable timeframe for the issue to be addressed.
3. If the grievance is not addressed arrange a time to speak with the Principal or Deputy Principal.
4. If you are still unhappy, please arrange a time to discuss the issue with the Regional Director.

For Issues related to school policy:

1. Arrange a meeting time with the Principal to discuss your concern.
2. Allow a reasonable timeframe for the issue to be addressed.
3. If you are still unhappy arrange a time to resolve the issue with the Regional Director.

STAFF (AND VOLUNTEERS) WITH A GRIEVANCE SHOULD:

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 it in a way that respects the needs of those involved.
2. Allow a reasonable timeframe for the issue to be addressed.
3. If the grievance is not resolved speak to:
 - Your Principal / line manager
 - A nominated grievance contact
 - Racist/Sexual Harassment Contact
 - Union Rep
 - DECD Personnel Counsellor
 - PAC (where appropriate)

Ask their support in addressing the grievance by:

- 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 Regional Director.