

# Grievance Procedure

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.

**Principles of our policy:**

- \* Everyone should be treated with respect.
- \* Meetings to discuss grievances will be suspended if any person(s) behaving in an insulting or offensive manner.

STUDENTS With a grievance could	PARENTS(S) CAREGIVER with a grievance could	WORKERS With a grievance could
<p>STEPS:</p> <ol style="list-style-type: none"> <li>1. Talk to an adult in the school, a teacher or SSO about the problem at an appropriate time, to discuss a solution.</li> <li>2. Adult to record all discussion/decisions.</li> <li>3. If you feel uncomfortable, speak to someone, "who you feel comfortable with." If issue unresolved speak to same adult again to arrange a solution, i.e. parent contacted.</li> <li>4. If issue is unresolved, speak to your parent(s)/caregivers.</li> </ol>	<p>STEPS:</p> <ol style="list-style-type: none"> <li>1. Arrange a time to speak to the relevant teacher(s) about the problem.</li> <li>2. Please do not enter school classrooms or offices about a major grievance without prior arrangement.</li> <li>3. Let the teacher know what you consider to be the issue.</li> <li>4. Allow a reasonable timeframe for the issue to be addressed.</li> <li>5. If the grievance is not addressed arrange a time to speak with the Principal or an Assistant Principal.</li> <li>6. If you still feel the grievance has not been resolved, please refer your concern to the Department for Education Feedback unit.</li> </ol>	<p>STEPS:</p> <ol style="list-style-type: none"> <li>1. Arrange a time to speak to the person concerned with or without support (advocate).</li> <li>2. Allow reasonable time for the issue to be addressed.</li> <li>3. <b>If the grievance is not resolved, speak to:</b> <ul style="list-style-type: none"> <li>* Yours Principal/Line Manager</li> <li>* A nominated grievance contact               <ul style="list-style-type: none"> <li>- WH&amp;S Representative</li> <li>- Union Representative</li> <li>- PAC Member and/or PAC (where appropriate)</li> <li>- EO Unit</li> </ul> </li> </ul> <p><i>Ask their support in addressing the Grievance by:</i></p> <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 a reasonable time arrange a time to speak to the Education Director.</li> </ol>

NOTE: Parent(s) with a grievance about School Policy should:

- \* Arrange a meeting time with the Principal to discuss your concern.
- \* Allow reasonable time frame for issue to be addressed.