

## Grievance Policy and Procedure

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### Purpose

The purpose of this policy and procedure is to clearly outline the process to be followed by students, teachers and parents/caregivers if they have a grievance about some aspect of the educational experience at Wynn Vale Preschool/School.

### Scope

This policy and procedure applies to all teachers, students and their parents/care givers enrolled at the preschool/school, who wish to make complaint.

### Policy Statement

Wynn Vale Preschool/School is committed to ensuring that it provides a high quality, positive educational experience for all students, at all times. While we value and encourage informal discussions as a way of resolving any issues that may arise, we also respect the rights of students and parents/care givers to make a formal complaint by following the process outlined in this policy and procedure. Students and/or parents/care givers may choose to make a complaint if they believe that the preschool/school has:

- done something wrong
- failed to do something they should have done; or
- acted unfairly or impolitely.

A complaint may relate to:

- the type, level or quality of education services offered by the preschool/school
- the behaviour or decisions of staff; and
- a policy, procedure or practice.

### Principles of our policy

Everyone should be treated with respect

Meeting to discuss grievance will be suspended if any person(s) behaves in an insulting or offensive manner.

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.

### Process

Good relationships within the preschool/school community give children a greater chance of success. However, in the event of a grievance, the following guidelines may be used.

STUDENTS With a grievance should	PARENTS(S) CAREGIVER with a grievance should	TEACHERS With a grievance should
<p>STEPS:</p> <ol style="list-style-type: none"> <li>1. Talk to an adult in the preschool/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. <b>Please do not</b> enter school classrooms or offices about a major grievance without <b>prior</b> arrangement or approach other family members in relation to your grievance without Leadership assistance.</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 line manager of the class teacher.</li> <li>6. If you still require further assistance please make a time to meet with the Principal.</li> <li>7. If you still require further assistance Contact DfE Parent Complaint 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>* Your Line Manager / Principal</li> <li>* A nominated grievance contact               <ul style="list-style-type: none"> <li>- H&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 Regional Education Director.</li> </ol>