

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"> 1. Talk to an adult in the school, a teacher or SSO about the problem at an appropriate time, to discuss a solution. 2. Adult to record all discussion/decisions. 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. 4. If issue is unresolved, speak to your parent(s)/caregivers. 	<p>STEPS:</p> <ol style="list-style-type: none"> 1. Arrange a time to speak to the relevant teacher(s) about the problem. 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 is not addressed arrange a time to speak with the Principal or Assistant Principal. 6. If you still feel the grievance has not been resolved, please refer your concern to the Department for Education Feedback unit. 	<p>STEPS:</p> <ol style="list-style-type: none"> 1. Arrange a time to speak to the person concerned with or without support (advocate). 2. Allow reasonable time for the issue to be addressed. 3. If the grievance is not resolved, speak to: <ul style="list-style-type: none"> * Yours Principal/Line Manager * A nominated grievance contact <ul style="list-style-type: none"> - H&S Representative - Union Representative - PAC Member and/or PAC (where appropriate) - EO Unit <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. <ol style="list-style-type: none"> 4. If the issue is not resolved within a reasonable time arrange a time to speak to the Education Director.

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.