

# ALDGATE PRIMARY SCHOOL GRIEVANCE PROCEDURES POLICY



Good relationships within the school community give children a greater chance of success.

## Principles of our policy:

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

However, in the event of a grievance, the following guidelines may be used. For further detail refer to the DECS documents – ‘Grievance Procedures for Employees’ and the ‘Grievance Resolution Policy’.

STUDENTS with a grievance	PARENT(S)/CAREGIVER with a grievance	STAFF with a grievance
<p><b>STEPS:-</b></p> <ol style="list-style-type: none"> <li>1. Talk about the problem with the person involved. Use problem-solving procedures, ie "I don't like it when... I would like you to stop... If you don't stop I will have to ask a teacher to help..."</li> <li>2. If problem continues see the teacher immediately so they may help you resolve the issue. Parents/Caregivers may be notified, depending on the level of the grievance.</li> <li>3. If the problem remains talk to someone you feel comfortable with. Talk to a teacher, the Student Welfare Worker, School Services Officer, SRC Executive Member and/ or your parents about the problem at an appropriate time.</li> <li>4. Allow a reasonable timeframe for the issue to be addressed.</li> <li>5. If issue is unresolved, Parents/Caregivers and Principal will work together to develop strategies.</li> <li>6. Outside agencies may need to be contacted, <u>e.g.</u> Families SA.</li> </ol>	<p><b>Issues related to classrooms:</b></p> <ol style="list-style-type: none"> <li>1. Talk to the classroom teacher about the problem. Discuss the question or concern directly with the person involved, stating the problem clearly and objectively. Seek to resolve the problem in a way that respects the needs of those involved.</li> <li>2. Please do not enter school classrooms or offices about a major grievance without prior arrangement.</li> <li>3. Allow a reasonable timeframe for the issue to be addressed.</li> <li>4. If the grievance is not addressed arrange a time to speak to the Principal.</li> <li>5. If you are still unhappy please arrange a time to speak with the Regional Director or contact DECD Parents Complaint Hotline on 1800 677 435.</li> </ol> <p><b>For issues related to school policy:</b></p> <ol style="list-style-type: none"> <li>1. Arrange a meeting with the Principal to discuss your concern</li> <li>2. Allow a reasonable timeframe for the issue to be addressed.</li> <li>3. If you are still unhappy arrange a time to discuss the issue with the <a href="#">Educational Director: Nanette van Ruiten</a>– Ph. 8391 4705.</li> </ol>	<p><b>STEPS:-</b></p> <ol style="list-style-type: none"> <li>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 the issue in a way that respects the needs of all involved.</li> <li>2. Allow reasonable timeframe for the issue to be addressed.</li> <li>3. If the grievance is not resolved, speak to – <ul style="list-style-type: none"> <li>• Your Principal/Line Manager</li> <li>• A nominated grievance contact, ie OHS&amp;W Representative, Union Representative etc. Ask their support in addressing the grievance by: <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> </ul> </li> <li>4. If the issue is not resolved within a reasonable timeframe arrange a time to speak to the <a href="#">Educational Director: Nanette van Ruiten</a>– Ph. <a href="#">8391 4705</a>.</li> </ol>