



Reviewed  
Updated March 2012

## GRIEVANCE PROCEDURES

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. For further detail refer to the Department's documents – "Grievance Procedures for Employees" and the "Grievance Resolution Policy".

### Principles of our policy.

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

<b>STUDENTS</b> With a grievance could	<b>PARENT(S)/CAREGIVER</b> with a grievance could	<b>TEACHERS</b> with a grievance could
<p>STEPS:-</p> <ol style="list-style-type: none"> <li>1. Talk to the person about the problem.</li> <li>2. Talk to a teacher or School Support Staff Officer about the problem at an appropriate time.</li> <li>3. If you feel uncomfortable, speak to someone, 'who you feel comfortable with'. e.g. your Home Group teacher or Sub School Head</li> <li>4. If you are still unhappy arrange a meeting with the Principal</li> <li>5. If the issue is unresolved, speak to your parent(s) or 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.</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 your Sub School Head.</li> <li>6. If the grievance is still not addressed arrange a time to speak with the Deputy or Assistant Principal.</li> <li>7. If the grievance still exists arrange a time to speak with the Principal.</li> <li>8. If you are still unhappy, please arrange a time to discuss the issue with the District Director.</li> <li>9. You may contact the DECD Parent Complaint Unit: 1800 677 435</li> </ol>	<p>STEPS:-</p> <ol style="list-style-type: none"> <li>1. Arrange a time to speak to the person concerned.</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 Sub School Head/Line Manager</li> <li>• A nominated grievance contact               <ul style="list-style-type: none"> <li>- H&amp;S Representative</li> <li>- Racist/Sexual harassment contact</li> <li>- Union Representative</li> <li>- PAC (where appropriate)</li> </ul> </li> <li>▪ Principal</li> </ul> <p>Ask their support in addressing the grievance by:</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. <b>If the issue is not resolved within a reasonable time arrange a time to speak to the District Director.</b></li> </ol>

### Note:

Parents/Carers with a grievance about School Policy should:

- arrange a meeting time with the Principal to discuss the concern.
- allow reasonable time frame for issue to be addressed.
- if still unhappy, arrange a time to resolve the issue with the District Director

