

Mallala Primary School Grievance Procedures 22nd July, 2014

Our school has a commitment to providing a safe, supportive learning environment, which fosters collaborative relationships. Therefore, we believe that when a member of our school community has a grievance about any aspect of schooling, the issue needs to be resolved promptly in ways which are respectful of all the parties involved.

Confidentiality is essential in resolving issues and may be a legal requirement.

The usual procedure in addressing a grievance in the first instance is to calmly approach the person with whom you have a grievance to discuss the issue.

It is unlawful for any form of victimisation to occur as a result of a grievance process.

The following guidelines outline a process for raising and resolving grievances.

Students

Talk to the person about your issue or concerns

Explain the grievance to a teacher, include who was involved, what you did and what you believe was unfair. You may bring someone with you for support.

Decide on a plan of what will happen.

If the issue has not been resolved, arrange to speak to the Principal or another trusted member of staff.

Teachers or the Principal will arrange a meeting with the people involved to resolve the issue.

School behaviour Management practices and Anti-Bullying Policy may be required to be used.

The school values of Respect, Diversity, Excellence and Persistence must be observed by all parties at all times.

Staff

Arrange a time to speak to the person concerned. You may wish to seek the help of an advocate.

If the grievance is not resolved discuss the issue with the Principal and ask their support in addressing the issue

If you are still dissatisfied with the outcome of the meeting bring the matter to the Principal's attention again because if he/she does not receive any further information from you he/she will assume that the issue is closed.

If you are still dissatisfied, approach the Education Director or the following personnel for support and advice:

- AEU field officer
- DECS Personnel Counsellors
- PAC

If you have a grievance with the Principal, approach the Education Director – Kathryn Bruggemann (number to be updated).

Parents

Make an appointment to speak to the person concerned. If you can't speak directly to the staff member, phone the school office. The office staff will arrange for the staff member to contact you as soon as possible. **All issues involving students should be addressed through staff and not directly with a student.**

Let the person know what your concerns are.

Develop a plan of action together.

If the grievance is not resolved arrange a time to speak to the Principal. Inform him/her about the subject that you wish to discuss as this will help with the problem solving process.

You may wish to arrange for another parent to support you by attending the meeting with you.

If you are still dissatisfied with the outcome of the meeting phone or write to the Principal or Deputy Principal again to air your concerns because if we do not receive any further information from you we will assume that the issue is closed.

If the issue has still not been resolved, contact the Education Director – Kathryn Bruggemann (8522 0900)

A brochure is available from the front office, outlining steps to take should a complaint arise.

DECD Parent Complaint Unit is available on 1800 677435