

# GRIEVANCE PROCEDURES POLICY

## PARACOMBE PRIMARY SCHOOL

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 with a grievance could</b>	<b>PARENT(S)/CAREGIVER with a grievance could</b>	<b>STAFF with a grievance could</b>
<p><b>STEPS :-</b></p> <ol style="list-style-type: none"> <li>1. Try to sort immediate problems by using 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 to 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 i.e. Parent/Caregiver, Teacher, Principal, SSO Friend, Relative etc. about the problem so they may help you resolve the issue.</li> <li>4. If issue is unresolved, Parents/Caregivers and Principal will work together to develop strategies.</li> <li>5. Outside agencies may need to be contacted, ie Families SA</li> </ol>	<p><b>STEPS :-</b></p> <ol style="list-style-type: none"> <li>1. Arrange a time to speak with the relevant staff member about the problem.</li> <li>2. <b>Please do not</b> enter school classrooms or offices about a major grievance without <b>prior arrangement.</b></li> <li>3. Let the staff member with whom you have a grievance know what you consider to be the issue.</li> <li>4. Allow and agree upon 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 Principal.</li> <li>6. If you are still unhappy, after completion of all of the above steps, please arrange a time to discuss the issue with the Assistant Regional Director.</li> <li>7. Assistant Regional Director for the Adelaide Hills Region is Caroline Green. Ph. 8391 4705.</li> </ol>	<p><b>STEPS :-</b></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. 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 time arrange a time to speak to the Assistant Regional Director.</li> <li>5. Assistant Regional Director for the Adelaide Hills Region is Caroline Green 8391 4705.</li> </ol>

**NOTE:** Parent(s)/Caregivers 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.
- If you are still unhappy arrange a time to resolve the issue with the Assistant District Director.