



Government of South Australia
Department for Education and
Child Development



NAME OF POLICY	GRIEVANCE PROCEDURE POLICY
RATIONALE	This policy explains the correct procedure to follow if a grievance occurs. It applies to students, families and staff.
PUBLICATION DATE	NOVEMBER 2013
REVIEW DATE	June 2019
RELATED POLICY	

GRIEVANCE PROCEDURE POLICY

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 – "Consumer Complaints Management & Resolution" Policy and Procedure.

Principles of our policy

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

STUDENTS With a grievance could	PARENT(S)/CAREGIVER with a grievance could	TEACHERS with a grievance could
<p>STEPS:-</p> <ol style="list-style-type: none"> 1. Talk to the person involved about the problem. The student can fill out a blue problem solving form and have a member of leadership assist them with this process. 2. If you feel uncomfortable about confronting the person, speak to an adult 'who you feel comfortable with', i.e.: parents/caregivers, a teacher, or S.S.O. at an appropriate time. 3. If you feel like the grievance has not been resolved, or the problem continues with the person, speak to a member of leadership. 4. Leadership will provide you with strategies to handle the situation, speak to all people involved and will contact parent(s)/caregivers. 5. If issue is resolved, possibly speak to your parent(s)/caregivers and let them know about the situation. 	<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. Please do not speak to other children or parents/caregivers about grievances. 4. Let the teacher know what you consider to be the issue. 5. Allow a reasonable timeframe for the issue to be addressed. 6. If the grievance is not resolved arrange a time to speak with the Principal, Senior Leader and/or Counsellor. 7. If you remain unhappy with the response from the school, please arrange a time to discuss the issue with the Regional Director. 	<p>STEPS:-</p> <ol style="list-style-type: none"> 1. Arrange a time to speak to the person concerned. 2. Allow reasonable time for the issue to be addressed. 3. <i>If the grievance is not resolved, speak to -</i> <ul style="list-style-type: none"> • Your Principal, Line Manager or Counsellor. • A nominated grievance representative i.e.: <ul style="list-style-type: none"> - OHS Representative - Union Representative - PAC (where appropriate)- The issue should be in writing. - Personnel Counsellor (available through the department) <p><i>Ask for 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 4. If the issue is not resolved within a reasonable time arrange a time to speak to the Regional Director.

Note: Parent(s) with a grievance about a School Policy should:

- Arrange a meeting time with the Principal, Senior Leader or Counsellor to discuss your concern.
- Allow reasonable time frame for issue to be addressed.
- If you remain unhappy about the response, arrange a time to discuss the issue with the Regional Director.