

Ungarra Primary School

Respect Resilience Integrity Excellence

Grievance Procedures 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. Further information regarding parent complaints can be found at www.decd.sa.gov.au/parentcomplaint

Principles of our policy:

- Everyone should be treated with respect.
- Meetings to discuss grievances will be suspended if **any participants** behave in an insulting or offensive manner.

STUDENTS with a grievance should	PARENT(S)/CAREGIVER with a grievance should	STAFF with a grievance should
<ol style="list-style-type: none"> 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...” 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. 3. If the problem remains talk to your Parent(s)/ Caregivers, teacher, Principal or SSO about the problem so they may help you resolve the issue. 4. If you feel uncomfortable about the problem, speak to someone, ‘who you feel comfortable with.’ 5. If issue is unresolved, Parents/Caregivers and Principal will work together to develop strategies. 6. Outside agencies may need to be contacted, ie mandatory reporting procedures, FAYS. 	<ol style="list-style-type: none"> 1. Arrange a mutually convenient time to speak to the relevant staff member about the problem. (Please do not enter school classrooms or offices about a major grievance without prior arrangement.) 2. Let the staff member with whom you have a grievance know what you consider to be the issue. 3. Allow and agree upon a reasonable timeframe for the issue to be addressed. 4. If the grievance is not addressed arrange a time to speak with the Principal. 5. If you are still unhappy, after completion of all of the above steps, please arrange a time to discuss the issue with the Regional Director. (Regional Director is Rowena Fox, Phone number: 86820700, Eyre & Western Regional Office, Port Lincoln.) 6. Contact the Parent Complaint Unit on 1800 677 435 	<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. If the grievance is not resolved, speak to – <ul style="list-style-type: none"> • Your Principal/Line Manager • A nominated grievance contact, ie H & S Representative, Racist/Sexual harassment contact, Union Representative, PAC (where appropriate). Ask their support in addressing the grievance by : <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. (Regional Director is Rowena Fox, Phone number: 86820700, Eyre & Western Regional Office, Port Lincoln.

NOTE:

Parent(s)/Caregivers with a grievance about School **Policy** should:

1. Arrange a meeting time with the Principal to discuss your concern &/or address your concerns to the Governing Council
2. Allow reasonable time frame for issue to be addressed.
3. If you are still unhappy arrange a time to resolve the issue with the Regional Director.

