

# Ungarra Primary School

*Respect Resilience Integrity Achievement*

## 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](http://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"> <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 your Parent(s)/ Caregivers, teacher, Principal or SSO about the problem so they may help you resolve the issue.</li> <li>4. If you feel uncomfortable about the problem, speak to someone, ‘who you feel comfortable with.’</li> <li>5. If issue is unresolved, Parents/Caregivers and Principal will work together to develop strategies.</li> <li>6. Outside agencies may need to be contacted, ie mandatory reporting procedures.</li> </ol>	<ol style="list-style-type: none"> <li>1. Arrange a mutually convenient time to speak to the relevant staff member about the problem. <b>(Please do not enter school classrooms, virtual classrooms or offices about a major grievance without prior arrangement.)</b></li> <li>2. Let the staff member with whom you have a grievance know what you consider to be the issue.</li> <li>3. Allow and agree upon a reasonable timeframe for the issue to be addressed.</li> <li>4. If the grievance is not addressed arrange a time to speak with the Principal.</li> <li>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 Tammy Williams, Phone number: 86820700, Eyre &amp; Western Regional Office, Port Lincoln.)</li> <li>6. Contact the Parent Complaint Unit on 1800 677 435</li> </ol>	<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 H &amp; 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"> <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 Regional Director. (Regional Director is Tammy Williams, Phone number: 86820700, Eyre &amp; Western Regional Office, Port Lincoln.</li> </ol>

### NOTE:

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

1. Arrange a meeting time with the teacher/Principal to discuss your concern.
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.