

WOODSIDE PRIMARY SCHOOL

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 should be used.

Principles of our policy:

- Everyone should be treated with respect.
- All parties will listen to concerns with an open mind and investigate all relevant issues carefully.
- Confidentiality will be respected and maintained during and following the resolution process.
- Meetings to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner.

STUDENTS with a grievance should	PARENT(S)/CAREGIVER with a grievance should	STAFF with a grievance should
<p>Step 1. Talk about the problem with the person involved at an appropriate time. Use problem-solving strategies, 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...”</p> <p>Step 2. If problem continues see your class teacher immediately so they may help you resolve the issue. Parents/Caregivers may be notified, depending on the level of the grievance.</p> <p>Step 3. If the problem remains talk to someone you feel comfortable with. Talk to another teacher, the Student Wellbeing Counsellor, a School Services Officer, a student leader and/or your parents about the problem at an appropriate time.</p> <p>Please allow a reasonable timeframe for the issue to be addressed.</p> <p>Step 4. If issue is still unresolved, Parents/Caregivers and Principal/Deputy Principal will work together to develop strategies to solve it.</p> <p>Step 5. If beneficial, outside agencies may be contacted, e.g. Families SA, disability advocates etc</p>	<p>Step 1. Talk to the classroom teacher about the problem. Discuss the question or concern, stating the problem clearly and objectively.</p> <p>Seek to resolve the problem in a way that respects the needs of those involved.</p> <p>Please do not enter school classrooms or offices about a major grievance without prior arrangement.</p> <p>It is not appropriate to approach other students regarding issues.</p> <p>Please allow a reasonable timeframe for the issue to be addressed.</p> <p>Step 2: If it is not fully resolved, then depending on the circumstances, you may want to repeat Step 1 by speaking to the class teacher again.</p> <p>Step 3. If the grievance is not addressed arrange a time to speak to the Principal or Deputy Principal.</p> <p>Step 4. If you are still unhappy please arrange a time to speak with the Torren’s Valley Education Director or contact DECD Parents Complaint Hotline on 1800 677 435 or use the link on our website.</p>	<p>Step 1: Talk to the person concerned about the problem. Discuss the question or concern directly with the person involved stating the problem clearly and objectively. Seek to resolve the issue in a way that respects the needs of all involved.</p> <p>Please allow a reasonable timeframe for the issue to be addressed.</p> <p>Step 2. If the grievance is not resolved, speak to –</p> <ul style="list-style-type: none"> • Your Principal/Deputy Principal/Line Manager or • A nominated grievance contact, ie OHS&W Representative, Union Representative, Member of PAC etc. <p>Ask their support in addressing the grievance by:</p> <ul style="list-style-type: none"> - <i>speaking to the person involved on your behalf</i> - <i>monitoring the situation</i> - <i>investigating your concern</i> - <i>acting as a mediator</i> <p>Step 3. If the issue is not resolved within a reasonable timeframe arrange a time to speak to the Torren’s Valley Education Director.</p>