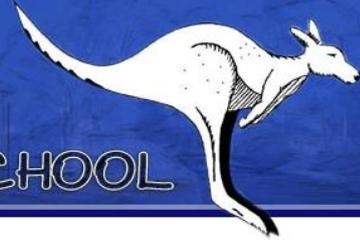


# KANGARILLA PRIMARY SCHOOL



## ***GRIEVANCE PROCEDURES POLICY***

At Kangarilla Primary School we believe that good relationships between the school and it's community give children a greater chance of success. However, it is only natural that from time to time grievances can arise.

The Policy is underpinned on the basic principles that: 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. However, in the event of a grievance, the following guidelines may be used. For further detail refer to the DECD documents – 'Grievance Procedures for Employees' and the 'Grievance Resolution Policy'.



STUDENTS with a grievance	PARENT(S)/CAREGIVER with a grievance	STAFF with a grievance
<p><b>STEPS:-</b></p> <ol style="list-style-type: none"> <li>1. Talk about the problem with the person involved. Use 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 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. Talk to a teacher, School Services Officer, CPSW, SRC Member and/ or your parents about the problem at an appropriate time.</li> <li>4. Allow a reasonable timeframe for the issue to be addressed.</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 Families SA.</li> </ol>	<p><b>Issues related to classrooms/ learning:</b></p> <ol style="list-style-type: none"> <li>1. Talk to the classroom teacher about the problem. Discuss the question or concern directly with the person involved, stating the problem clearly and objectively. Seek to resolve the problem in a way that respects the needs of those involved.</li> <li>2. Please do not enter school classrooms or offices about a major grievance without prior arrangement.</li> <li>3. Allow a reasonable timeframe for the issue to be addressed.</li> <li>4. If the grievance is not addressed arrange a time to speak to the Principal.</li> <li>5. If you are still unhappy please arrange a time to speak with the Regional Director.</li> </ol> <p><b>For issues related to school policy:</b></p> <ol style="list-style-type: none"> <li>1. Arrange a meeting with the Principal to discuss your concern</li> <li>2. Allow a reasonable timeframe for the issue to be addressed.</li> <li>3. If you are still unhappy arrange a time to discuss the issue with the Educational Director.</li> </ol> <p>Education Director: Nanette Van Ruiten : Ph. 83914705 Or Contact the DECD Complaint Unit: 1800677435 if issue not resolved. <a href="mailto:DECD.EducationComplaint@sa.gov.au">DECD.EducationComplaint@sa.gov.au</a> You may also contact the Ombudsman – 82268699 / <a href="http://www.ombudsman.sa.gov.au">www.ombudsman.sa.gov.au</a></p>	<p><b>STEPS:-</b></p> <ol style="list-style-type: none"> <li>1. Talk to the person 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.</li> <li>2. Allow reasonable timeframe for the issue to be addressed.</li> <li>3. If the grievance is not resolved, speak to – Your Principal/Line Manager A nominated grievance contact, ie WHS Representative, Union Representative etc. Ask their support in addressing the grievance by: - speaking to the person involved on your behalf - monitoring the situation - investigating your concern - acting as a mediator</li> <li>4. If the issue is not resolved within a reasonable timeframe arrange a time to speak to the Educational Director. Education Director: Nanette Van Ruiten: Ph. 83914705 DECD Employee Services or AEU may also provide assistance.</li> </ol>