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# Grievance Procedure

## PREAMBLE:

Settlers Farm Campus has a commitment to creating a supportive learning environment in which teachers and parents/caregivers work together. We are committed to ensuring the delivery of high quality education as well as improving and entrenching the personal and social capabilities of all students. Working in partnership with parents and caregivers to resolve any concerns and complaints they have about their child's schooling, is a key part of how we deliver this commitment. This occurs most effectively when staff, students and parents are working towards the same ends. This can only happen if there is trust, and open and effective communication between the people within the school community.

Parents can assist the resolution process by addressing the issues in a calm and respectful manner when following grievance processes with staff.

## RATIONALE:

The purpose of this policy is to provide students, parents/caregivers, staff and volunteers information about the process for addressing concerns and complaints at school.

## RESOLUTION PROCESS:

- Addressing the issue, rather than trying to ignore it.
- Stating clearly and objectively, giving specific incidents where appropriate.
- Seeking a solution that attempts to meet the needs of those concerned.

## OUR MUTUAL COMMITMENT WHEN SOMEONE RAISES A CONCERN:

- We will listen to concerns with an open mind and seek to understand them.
- We will maintain confidentiality.
- We will treat each other with respect.
- We will investigate any relevant issues carefully.
- We will be committed to resolving any problems in ways that respect individuals and attempt to meet the needs of all concerned as fairly as possible.
- We will attempt to communicate clearly, sensitively and objectively.
- We will establish time lines for actions and review for any resolutions.



Government of South Australia  
 Department for Education

<b>Students with a grievance should</b>	<b>Parent(s)/Caregiver with a grievance should</b>	<b>Staff (&amp; Volunteers) with a grievance should</b>
<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 it in a way that respects the needs of those involved.</li> <li>2. If you feel uncomfortable, speak to someone with 'whom you feel comfortable'. Talk to a teacher, School Service Officer, Peer Mediators and/or your parents about the problem at an appropriate time.</li> <li>3. Allow a reasonable timeframe for the issue to be addressed.</li> <li>4. If an issue is unresolved, speak to your parent(s)/caregivers.</li> <li>5. If the grievance is not addressed, arrange a time for your parents and you to speak with the teacher or leadership personnel.</li> </ol>	<p>Issues related to classrooms/yard:</p> <ol style="list-style-type: none"> <li>1. Talk to the teacher about the problem. Discuss the question or concern directly with the Staff Member involved, stating the problem clearly and objectively. Seek to resolve it in a way that respects the needs of those involved, at a mutually convenient time.</li> <li>2. Allow a reasonable timeframe for the issue to be addressed.</li> <li>3. If the grievance is not addressed, arrange a time to speak with the Leadership Personnel</li> </ol> <p>For issues related to staff or school policy:</p> <ol style="list-style-type: none"> <li>1. Arrange a meeting time with the Deputy Principal or Principal to discuss your concern.</li> <li>2. Allow a reasonable time frame for the issue to be addressed.</li> </ol> <p>For unresolved issues at a school level you can discuss the issue with the Education Director: DfE North-eastern.</p> <p>Still unresolved?  Contact the DfE Parent Complaint Unit (PCU)  Hotline: 1800 677 435  <a href="mailto:DECD.EducationComplaint@sa.gov.au">DECD.EducationComplaint@sa.gov.au</a></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 it in a way that respects the needs of those involved.</li> <li>2. Allow a reasonable timeframe for the issue to be addressed.</li> <li>3. If the grievance is not resolved, speak to: <ul style="list-style-type: none"> <li>• Line Manager/ Your Principal</li> <li>• A nominated grievance contact</li> <li>• Harassment Representative</li> <li>• Union Representative</li> <li>• PAC (where appropriate)</li> </ul> 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 investigating your concern</li> <li>• Acting as a mediator</li> </ul> </li> <li>4. If the issue is not resolved within a reasonable time, arrange a time to speak to the Education Director.</li> </ol>

Ratified by Governing Council 17<sup>th</sup> June 2019

