



## GRIEVANCE PROCEDURES

### Principles

As a school community we are committed to working together to meet the educational needs of our students. 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.

Staff members (including school leaders), students and parents who work well together, treat each other with respect and integrity, and act to resolve concerns and conflicts promptly and effectively. This promotes a productive and happy work environment and a healthy school community.

### You can assist resolution of your problem by:

- Addressing the issue, rather than trying to ignore it.
- Stating clearly and objectively, giving specific instances where appropriate (putting it in writing if desired)
- 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 respectfully
- 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.

### PARENTS GRIEVANCE PROCEDURE

- Arrange a time to speak to the person concerned
- Let the person know what you consider to be your concern
- If the grievance is not addressed let the person know you will be speaking to someone else.
- Arrange a time to speak to someone in the school leadership team, e.g. Senior Leader, Principal. Allow a reasonable timeframe for the issue to be addressed.
- If you are still dissatisfied approach the Regional Director or Assistant Regional Director who will try to assist you to resolve the situation. 84167333.

If you are still dissatisfied you may wish to direct concerns to the DECD Parent Complaint Unit 1800 677 435

