School Community Grievance Procedures

The following procedures are designed to assist in the resolution of student, parent and staff grievances. When you make a time to speak with someone about a grievance, it is a good idea to inform them in advance of the issue so that they are better able to provide information at the time of your meeting. If at any stage of these procedures you would like to have another person present, such as a Student Counsellor, please arrange this when you negotiate your meeting time. Staff grievance procedures are subject to industrial agreements, and are printed separately for staff and are available online on the school’s intranet.

There are some grievances of a very serious nature, where a parent or student may need to approach the Principal, Deputy Principal or Assistant Principal directly, but most grievances in a school can be resolved before reaching that step.

Principles of our policy:

- Everyone should be treated with respect
- Meetings to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner

Parents / Carers with a grievance about School Policy should:

- Arrange a meeting time with the Principal to discuss the concern
- Allow reasonable timeframe for issue to be addressed
- If still unhappy, arrange a time to resolve the issue with the Assistant Regional Director