

# SCHOOL COMMUNITY GRIEVANCE PROCEDURE

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.

Students	Parents	Staff
<p><b>What can you do?</b> Step 1: Think about the grievance carefully. The decision is yours and sometimes you may decide to do nothing.</p> <p><b>Doing something</b> Step 2: speak to the person and make a time to discuss the problem.</p> <ol style="list-style-type: none"> <li>1. Tell the other person how you feel.</li> <li>2. Ask them to help change the problem.</li> </ol> <p>Step 3: Talk it over with someone you trust, eg:</p> <ul style="list-style-type: none"> <li>• your friends</li> <li>• SLC representatives</li> <li>• your parents</li> <li>• your home group teacher or another teacher</li> <li>• counsellor</li> <li>• School Team Leader</li> <li>• another adult</li> </ul> <p><b>Make a plan with your helpers to address your concerns.</b></p>	<ul style="list-style-type: none"> <li>• Make a time to speak with the teacher or staff member involved.</li> <li>• Discuss your grievance and attempt to resolve the issue.</li> <li>• If you feel that the issue has not been satisfactorily resolved, inform the teacher that you will be speaking with someone else.</li> <li>• Make an appointment to speak with a member of the school's leadership team. The most appropriate person may be a curriculum area or House Leader or an Assistant Principal or Deputy Principal.</li> <li>• Discuss your grievance and attempt to resolve the issue.</li> <li>• If you feel that your issue has not been satisfactorily resolved, inform the person you will be speaking with someone else.</li> <li>• Make an appointment to speak with the Principal.</li> <li>• If you feel that the issue has still not been satisfactorily resolved, inform the Principal that you will be speaking with the Education Director.</li> <li>• Make an appointment to speak with the Education Director phone: 8416 7333</li> </ul>	<ul style="list-style-type: none"> <li>• Arrange a time to speak to the person concerned.</li> <li>• Allow reasonable time for the issue to be addressed.</li> <li>• <i>If the grievance is not resolved speak to:</i> <ul style="list-style-type: none"> <li>• your School Team Leader or Line Manager</li> <li>• a nominated grievance contact</li> <li>• WHS Representative</li> <li>• racist/sexual harassment contact</li> <li>• union representative</li> <li>• PAC (where appropriate)</li> <li>• Principal</li> </ul> </li> </ul> <p>Ask their support in addressing the grievance by:</p> <ul style="list-style-type: none"> <li>• speaking to the person involved on your behalf</li> <li>• monitoring the situation</li> <li>• investigating your concern</li> <li>• acting as a mediator.</li> </ul> <p>If the issue is not resolved within a reasonable time arrange a time to speak to the Education Director</p>

Note: 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 Education Director.