

GRIEVANCE PROCEDURE

Revised policy; ratified at Governing Council 23/02/2016. Updated Feb 2016

Everyone has the right to learn and play in a safe, supportive environment. Learners have a greater chance of success when they are encouraged to openly discuss issues and are supported to resolve them.

In the event of a grievance, the following guidelines are in place at our site. For further details refer to DECD documents: Complaint Resolution for Employees Procedures and Consumer Complaints Management and Resolution Policy at www.decd.sa.gov.au

Principles of our policy:

- **Confidentiality is of extreme importance**
- **Positive relationships are really important and are worth the investment of effort and time**
- **Everyone should be treated with respect and listened to openly**
- **Meetings about grievances will be suspended if any person(s) behave in an insulting or offensive manner.**

STUDENTS with a grievance should:

- Talk to someone on your network (eg parent, PSW, buddy) about the problem
- Talk to any staff member about the problem at an appropriate time
- Arrange a meeting with the principal to discuss issue
- Expect acknowledgement within 24 hours
- If issue is unresolved, speak to your parents/caregivers
- Expect that the issue will be addressed as quickly as possible within a reasonable time frame.

PARENTS/CAREGIVER with a grievance should:

- Arrange a time to speak to the relevant teacher/ principal about the problem
- Please make prior arrangements before entering classrooms or offices about a major grievance
- Let the teacher/principal know what you consider to be the issue
- Expect acknowledgement within 24 hours
- Expect that the issue will be addressed as quickly as possible within a reasonable time frame
- If you feel the grievance has not been addressed, arrange a time to speak with the principal
- If you feel the issue is still unresolved, please arrange a time to discuss the issue with the Heysen Partnership Education Director on (08) 8391 4705.

STAFF with a grievance should:

- Speak to the person concerned, within 24 hours
- Discuss with a colleague/seek out support
- If the grievance is not resolved, speak to:
 - the principal
 - Grievance Officer/Union Representative (2016- Carol Pelle)
 - PAC - Principal Advisory Committee (where appropriate)
 - OHS&W rep (2016 – Candice Perkins)
 - EAP
- 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.
- Expect acknowledgement within 24 hours

- Expect that the issue will be addressed as quickly as possible