

Grievance Procedures: Parent Complaint Policy Feb 2017

Good relationships within the school community give children a greater chance of success. It is important students, staff and parents work together in solving any issue or problem that may arise.

However, in the event of a grievance, the following guidelines will be used.

Principles of our policy are:

- Everyone will be treated with respect.
- Meetings to discuss grievances will be suspended if any person(s) behaves in an insulting or offensive manner. A second meeting will be re-scheduled.
- All matters will be treated in a confidential manner by all parties.
- Each student's welfare will be paramount throughout the grievance procedure.
- Advice prior to a grievance meeting may be sought from an advocate.

- Issues are addressed as soon as practicable after they arise.
- It is never appropriate for a parent to directly approach a child or their parents at school, over a problem or issue even if the problem or issue is school related.

You can assist in the resolution of the problem or issue by:

- Addressing the issue rather than trying to ignore it
- Being open minded can facilitate negotiation and resolution.
- Prior to lodging a grievance ensure that you have all the facts.
- Stating your concerns clearly and objectively, giving specific instances where appropriate
- Allowing time to "cool down" prior to raising a grievance is a constructive strategy
- Seeking a solution that meets the needs of all those concerned.

Implementation

Following a grievance resolution meeting, a record of the meeting, with a review date will be provided for all concerned. Training will be provided for staff in managing conflict, difficult situations. Staff will be informed about the Grievance Procedure at the beginning of each year. Parents will be informed about the Grievance Procedure

- Several times per year via the newsletter
- At Acquaintance Evening and Transition Meetings
- Copies will be available at the office, and on the school website.

Advocates

Parents may include:
A Governing Council Rep or Christian Pastoral Support Worker or anyone else of their choosing

Staff can nominate any one of their choosing to be their advocate.

PROCESS STEPS

STUDENTS with a grievance should	PARENT(S)/CAREGIVER with a grievance should	STAFF AND VOLUNTEERS with a grievance should
<ol style="list-style-type: none"> 1. Talk to the person about the problem at an appropriate time. 2. Talk to a teacher or S.S.O about the problem at an appropriate time. 3. If you feel uncomfortable, speak to someone, "who you feel comfortable with." 4. If issue is unresolved, speak to your parent(s) or caregivers. 	<ol style="list-style-type: none"> 1. Arrange a time to speak to the relevant person about the problem. Please do not enter school classrooms to raise a major grievance without prior arrangement. If you wish to discuss a serious matter with a teacher, please do it formally through a booked meeting so teaching time is not interrupted. 2. Let the person know what you consider to be the issue. 3. Allow a reasonable time frame for the issue to be addressed. 4. If the grievance is not addressed to your satisfaction arrange a time to speak with the Principal or Deputy Principal. <p>If after this meeting you are still not satisfied, contact the Education Complaint Unit.</p> <p>Email: DECD.EducationComplaint@sa.gov.au Phone: 1800 677 435</p>	<ol style="list-style-type: none"> 1. Arrange a time to speak to the person concerned. 2. Allow reasonable time for the issue to be addressed. 3. If the grievance is not resolved speak to: <ul style="list-style-type: none"> • Your Principal/Line Manager • A nominated grievance contact <ul style="list-style-type: none"> - OHS&W Representative - Racist/Sexual Harassment contact - Union Representative or PAC <p>They might support you to address the grievance by:</p> <ul style="list-style-type: none"> • speaking to the person involved on your behalf • monitoring the situation • investigating your concern • acting as a mediator • taking minutes in meetings <ol style="list-style-type: none"> 4. If the Principal is unable to assist you to resolve the issue within a reasonable time arrange a time to speak to the sites Educational Director

The Education Complaint Unit will: • assess your complaint • work with you to decide what action is needed • let you know what has been done and when you can expect to hear about the outcome • advise you about how you can escalate your concerns if you haven't been satisfied by the outcome.

Information about the role of the Parent Complaint Unit is available at:

<https://www.decd.sa.gov.au/department/about-department/contact-department/feedback-and-complaints-about-school-or-preschool>

Parents with a grievance about school policy should:

- Arrange a meeting time with the Principal to discuss their concerns and how they can be addressed.
- Understand that policy changes may involve a wide range of people being consulted, and include the Governing Council, so a reasonable time frame needs to be set for the issue to be resolved.