



School Community Grievance Procedures

The following grievance procedures are provided to support staff, students, parents and the community to resolve concerns. They should enhance the school environment, align to our values of Respect, Excellence and Global Citizenship and impact upon the learning outcomes for students.

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.

When you make a time to speak with someone about a grievance, it is a good idea to inform them in advance of the issues 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 Wellbeing Leader, please arrange this when you negotiate your meeting time.

Principles:

- Everyone should be treated with respect
- Meetings to discuss grievance will be suspended if any person(s) behave in an insulting or offensive manner.
- Confidentiality will be maintained at all times. It is essential that all parties involved respect this right and ensure that information remains only with those directly involved in the issue.
- A trusting relationship between all parties involved is necessary if grievances are to be resolved as effectively as possible.
- Change can cause anxiety. It is important that we work through concerns and conflicts to see change as a positive step.

Students

STEPS:

1. **Think**
What can you do?
Think about the grievance carefully. The decision is yours and sometimes you may decide to do nothing.
2. **Speak**
Doing Something - Speak to the person and make a time to discuss the problem.
 - a. Tell the other person how you feel.
 - b. Ask them to help solve the problem.
3. **Trust**
Talk it over with someone you trust eg; friends, SRC representative, parents, teacher, wellbeing leader or another adult.
4. **Plan**
Make a plan with your helpers to address your concerns. If the problem persists, consult a member of the leadership team. Make an appointment via Student Services at the Front Office.

Parents/Caregivers

STEPS:

1. Make a time to speak with the teacher or staff member involved (where possible).
2. Discuss your grievance and attempt to resolve the issue.
3. Having allowed time for the issue to be remedied, if you feel that the issue has not been satisfactorily resolved, inform the teacher that you will be speaking with someone else.
4. Make an appointment to speak with a member of the leadership team. The most appropriate person may be a Curriculum OR Year level Leader OR an Assistant/Deputy Principal.
5. An unsatisfactory outcome at this stage may require consultation with the Principal. You may prefer to put your concerns in writing or contact the Executive Assistant via the Front Office to make an appointment.
6. In the unlikely situation that the Principal is unable to assist you adequately with your grievance, you may advise of your intent to contact the DfE Feedback/Complaints line on 1800 677 435.

Staff

STEPS:

1. Critically reflect/share with a trusted colleague to verify your concerns are valid. Writing your thoughts down may help you to clarify the situation.
2. Allow a reasonable time frame for the issue to be addressed.
3. If your grievance remains unresolved, speak with
 - Your Line Manager
 - A nominated grievance contact
 - WHS Representative
 - Union Representative
 - PAC (where appropriate)
 - Principal
 - External Provider, Counsellor via Employee Assistance Program (EAP) (Contact Details differ between providers but are available on Intranet)

Ask for support in addressing your grievance by:

- Speaking to the person involved on your behalf
- Monitoring the situation
- Investigating your concern
- Acting as a mediator

If the issue remains unresolved within a reasonable time frame, make contact with your Principal.

For more information please see [DfE Employee Complaints Procedure](#).

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