

FLINDERS PARK PRIMARY GRIEVANCE PROCEDURES

Respectful relationships within the school community give children a greater chance of success.

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

For further detail refer to the Department's documents - "Grievance Procedures for Employees" and the "Grievance Resolution Policy", "Parent Guide to raising a complaint", "Parent complaint Policy".

Principles of our policy.

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

STUDENTS With a grievance should	PARENT(S)/CAREGIVER with a grievance should	TEACHERS with a grievance could
<p><u>Do any or all</u> of the following as required</p> <ul style="list-style-type: none"> • Talk to the person about the problem • Talk to a staff member about the problem at an appropriate time • Talk to school leadership -Principal/ Deputy Principal • Talk to the CPS worker • If you are feeling uncomfortable, speak to someone whom you feel comfortable with and discuss the issue with them • Speak to your parent(s)/caregivers <p>Keep telling someone until you feel safe again.</p>	<p>STEPS:-</p> <ol style="list-style-type: none"> 1. Arrange a time to speak to the relevant teacher(s) about the problem 2. At this arranged meeting, speak with the teacher about the issue. 3. Allow a reasonable timeframe for the issue to be addressed and seek feedback on what actions have been taken 4. If the grievance is not addressed arrange a time to speak with the Principal/Deputy Principal 5. If you are still unhappy, you may arrange a time to discuss the issue with the Educational Director. The office will aim to resolve your concern or complaint within 20 working days 6. The Education Complaints Unit has a dual function <ul style="list-style-type: none"> • To provide advice and support to parents about their concern or complaint • To objectively review complaints that have not been resolved at the school or regional level. <p>You can contact the unit's hotline 1800 677 435 at anytime to discuss your concern, or complaint or to seek advice about solving school problems.</p>	<p>STEPS:-</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. <i>If the grievance is not resolved, speak to -</i> <ul style="list-style-type: none"> • Your Principal/Line Manager • A nominated grievance contact • WHS Representative • Racist/Sexual harassment contact • Union Representative • PAC (where appropriate) <p><i>Ask their support in addressing the grievance by:</i></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 <ol style="list-style-type: none"> 4. If the issue is not resolved within a reasonable time arrange a time to speak to the Educational Director

A meeting should always be arranged for a respectful discussion of a grievance.

Please do not enter school, classrooms or offices about a major grievance without prior arrangement.