



## Grievance Policy

### Vision:

Everyone should be treated with respect and confidentiality should be maintained at all times.

We will promote a safe, respectful environment where confidentiality and support is valued.

### Responsibilities:

#### Students

- Speak to the person about the problem
- Speak to a teacher, the Principal, Deputy Principal, Pastoral Care worker or SSO about the problem at an appropriate time
- If you feel uncomfortable speak to someone "who you feel comfortable with".
- If the issue is unresolved, speak to your parent(s)/caregivers

#### Teachers

- Arrange a time to speak to the person concerned
- Allow reasonable time for the issue to be addressed
- If the grievance is not resolved, speak to your Principal/Line Manager or a nominated grievance contact:
  - OHS&W Representative
  - Union Representative
  - PAC (where appropriate)
  - Pastoral Care Worker
- Ask for 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

#### Parents/Carers

- Arrange a time to speak to the relevant teacher(s) about the problem
- Let the teacher know what you consider to be the issue prior to the meeting time
- **DO NOT** enter school classrooms or offices about a major grievance without **prior** arrangement
- Allow an agreed timeframe for the issue to be addressed
- If the grievance is not addressed arrange a time to speak with the Principal or Deputy Principal
- If still unresolved, contact the Education Director
- If not resolved contact the Parent Complaint Unit 1800 677 435 or email DECD.ParentComplaint @ sa.gov.au

**Reviewed 2022**

