GRIEVANCE PROCEDURES

Good relationships within the school community give children a greater chance of success. However in the event of a grievance, the following guidelines may be used. For further detail refer to the Department’s documents – “Grievance Procedures for Employees” and the “Grievance Resolution Policy”.

Principles:
• Everyone should be treated with respect.
• Meetings to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner.
• Everyone will follow the two day rule i.e. whenever someone has an issue with another’s behaviour they will confront the behaviour or make mention of an intention to discuss the issue within two days. If this does not occur the understanding is that the individual has chosen not to address the issue and MUST let it go.

STUDENTS

With a grievance could

STEPS:-
1. Talk to the person about the problem.
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)/caregivers.
5. If the grievance is not addressed arrange a time to speak with the Principal or Assistant Principal.

PARENT(S)/CAREGIVER

With a grievance could

STEPS:-
1. Arrange a time to speak to the relevant teacher(s) about the problem.
2. Let the teacher know what you consider to be the issue.
3. Allow a reasonable timeframe for the issue to be addressed.
4. If the grievance is not addressed arrange a time to speak with the Principal or Assistant Principal.
5. If you are still unhappy, please arrange a time to discuss the issue with the Regional Director.

TEACHERS

with a grievance could

STEPS:-
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 -
   • Your Principal/Line Manager
   • A nominated grievance contact
   • OH&S Representative
   • Racist/Sexual harassment contact
   • Union Representative
   • PAC (where appropriate)

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
4. If the issue is not resolved within a reasonable time arrange a time to speak to the Regional Director.

Note: Parent(s) with a grievance about School Policy should:
• arrange a meeting time with the Principal to discuss your concern.
• allow reasonable time frame for issue to be addressed.
• if you are still unhappy arrange a time to resolve the issue with the Regional Director.