

# GUIDELINES FOR GRIEVANCE PROCEDURES

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## STUDENTS

All students are encouraged to use grievance procedures for any personal concerns or issues that they may wish to raise. These are in line with the school's *Anti-Bullying* Policy.

- Speak to the person bothering you. You may wish to ask a friend or trusted peer to support you when you do this.
- Speak to a teacher (eg Yard Duty teacher or one you have identified as a contact teacher).
- Speak to your Home Group teacher or Class teacher.
- Speak to the Principal or one of the Senior Leaders.
- Speak to your parents.

## General Matters

These can be raised at their regular class meetings or during Pastoral Care. Classes can put items onto the agenda of the Student Representative Council where it can be discussed.

Parents play an important part in the support network for their children. Guidance for students as to the most appropriate place to raise an issue is paramount.

## PARENTS

### Guidelines for raising a grievance

- Raise the issue with the school, bearing in mind that there are many perspectives to an issue.
- Be prepared to provide specific information. Be willing to talk about your own child and the particular incident.
- Parents can use an advocate to assist them in raising an issue.
- All grievances need to be kept confidential by all parties.
- On occasion, you may seek support and guidance from friends to gauge their reaction. Whilst this is a natural reaction, seek guidance wisely.
- At all times it is important that relationships between students and their teachers are protected. Criticising a teacher in front of the student is counterproductive and can ruin a positive working relationship within the classroom.
- When a grievance is discussed, the student involved needs to be confident and reassured that the issue can be resolved at a school level.
- The school can only deal with issues that are raised in this way – hearsay concerns coming from other community members cannot be dealt with effectively.

## Personal Matters

Issues of this nature need to be raised in a confidential manner directly with the school. The first five steps should be actioned prior to moving on to Step 6.

- Step 1** Make an appointment with the classroom teacher concerned. *This allows the staff member to give their full attention to the issue and discuss issues confidentially.*
- Step 2** If the situation is not resolved, make an appointment with the Senior Leader, Primary (R-7) or Senior Leader, Secondary (8-12).
- Step 3** Make an appointment with the Principal at school if you are not satisfied with the situation. *Ensure they know the subject matter of the meeting when making the appointment to allow for informed discussion.*
- Step 4** Meet with the Principal to discuss the issues. *Contact will be maintained after the meeting to monitor the situation; further meetings may need to be arranged with the parent, teacher and Principal to achieve resolution; outside support agencies may need to be contacted to gather advice and useful strategies (eg Social Worker, Behaviour Management, etc)*
- Step 5** If the problem is still apparent, a further meeting will be organised between parents, Principal and staff member involved.
- Step 6** If after Steps 1-5 parents feel the situation is not resolved, approach the Eyre & Western Regional Office in Whyalla (phone 8645 6568) who will consider the situation and implement steps to deal with the issues.

## General Matters

Members of the Governing Council are prepared to raise general school matters as your representative. The Principal and staff can be contacted about general school matters during normal school hours. It may involve leaving a message.