

Policy Statement

We believe that the school environment should be safe and supportive for all students, their families and staff. As a student or parent/caregiver, your concerns or grievances will be treated seriously and respectfully.

The first step in a grievance is to calmly and respectfully approach the relevant person involved. However, if you feel you are unable to do this or if there is not a satisfactory resolution to the problem, this policy outlines a series of steps you may choose to follow.

Our school aims to provide a quality service to students and their families and welcomes feedback in a way that ensures this. Most concerns can often result from misunderstandings that can be easily resolved. This requires a genuine and trusting relationship between home and the school and a commitment to resolve the issue where relationships are maintained. Concerns need to be resolved to ensure children are learning in a safe, supportive environment where the rights of the student to learn and the rights of the teacher to teach are protected.

Confidentiality

It is important to remember that in most cases, confidentiality is a legal requirement when resolving a grievance. It is also unlawful for any form of victimisation to occur as a result of the grievance procedure process.

If you are concerned about the personal welfare or safety of another child apart from your own, you can call 131478 to make a child protection report.

Rights and responsibilities

- All parents/caregivers have the right to expect that the school will do its best to deliver quality education based on Department for Education guidelines.
- All children have the right to learn without harassment and uninvited interruption from others.
- All teachers have the right to teach without harassment and uninvited interruption from others.
- All members of the school community have the right and responsibility to use the established procedures for raising any concerns relating to the school.

Rights and responsibilities of the individual involved

- To communicate honestly
- To reflect on the issue or concern
- To seek constructive solutions
- To expect opinions to be heard and sought
- To be supported throughout the process
- To be listened to
- To be given the opportunity to present all sides to an issue
- To maintain confidentiality
- To expect that agreed action are adhered to
- To have the right to information according to DfE policies

**** Parents or caregivers *are not* to approach other students directly.**

Document Control						
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Responsible Position	Principal		Review Date			
File Pathway	C:\Users\Silver Dragon\Dropbox\Job Requests\Burton Primary School\Burton Primary School Grievance Procedure.docx					

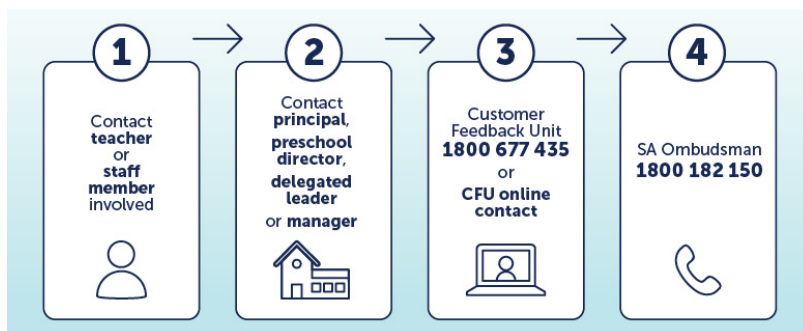
It is acknowledged that some issues may require higher level intervention as an initial starting point, but wherever possible, individuals should adhere to the process outlined below to seek a satisfactory resolution to a grievance.

Student Grievances Procedures

1. Try and talk to the person causing you a problem.
2. If the problem is not resolved, ask a teacher to help.
3. Explain the problem including:
 - a. Who was involved
 - b. What happened
 - c. What you did
 - d. What you believe was unjust or unfair
 - e. You may like to bring someone with you for support
4. Discussing your concerns with your parents/caregivers is an important part of this process, however, please let the school know of your problem as soon as it happens.
5. If the problem continues, make a time to speak to the Principal, Deputy Principal, Senior Leaders or Student Wellbeing Leader.

Parents, Caregivers and Volunteers Grievance Procedures

1. Arrange a time to speak to the relevant teacher.
 - a. Contact the school to make a mutually convenient time to meet
 - b. Staff must not be interrupted during lesson times or whilst on yard duty
 - c. It is also inappropriate to speak directly to any child other than your own about a problem
 - d. Outline what you consider to be unjust or unfair and be prepared to listen to other relevant information
 - e. Mutually negotiate a plan of action and ensure that the plan is followed
2. If you feel that the grievance has not been satisfactory addressed, arrange a time to speak to someone in the school leadership team.
3. If the problem remains unresolved, you may wish to direct your concerns to the Customer Feedback Unit.
<https://online.forms.sa.edu.au/content/forms/af/public/school-complaint.html> or 1800 677 435



Signed and endorsed by:

Principal

Governing Council Chairperson

Date:

Date: