

## RATIONALE

Positive relationships within the school community give children a greater chance of having a successful educational experience. It is important students, staff and parents work together in solving any issue or concern that may arise. In the event of a grievance/complaint the following procedures should be used.

## SCOPE

### *Principles of our procedures:*

- Everyone should be treated with respect;
- Issues or concerns at school with other students or parents need to be resolved through the school;
- It is never appropriate anytime at school for a parent to directly approach a child/ren or their parent/s over a concern or issue even if the concern or issue is not school related;
- Meetings to discuss grievance/complaints will be suspended if any person behaves in a disrespectful or offensive manner.

### *You can assist in the resolution of the grievance/complaint by:*

- Addressing the issue, rather than trying to ignore it;
- Stating your concern/s clearly and objectively, giving specific instances where appropriate;
- Seeking a solution that attempts to meet the needs of all those concerned.

### *Our commitment when a grievance/complaint is raised:*

- We will listen to the concerns with an open mind and seek to understand;
- We will maintain confidentiality;
- We will investigate any relevant issues carefully;
- We will be committed to resolving the grievance/complaint in a respectful manner striving to be as fair as possible;
- We will attempt to communicate clearly, sensitively and objectively;
- We will establish timelines for actions and review for any resolution (if required).

## PROCEDURE

We recommend documenting your concerns to clarify and ensure your concerns are resolved appropriately. It might be useful complete the Site Complaint record\* and to use the guiding questions below to support you:

- What happened?
- Who was involved? Students or staff
- What did you do about it?
- Who have you spoken to?

PARENTS AND CARERS		
Class Issue Grievance/complaint	Yard Issue Grievance/complaint	Policy Grievance/complaint
<ol style="list-style-type: none"> <li>1. Arrange a time to speak to the relevant teacher(s) about the grievance/complaint.</li> <li>2. <b>Please do not</b> enter school classrooms about a major grievance/complaint without <b>prior</b> arrangement.</li> <li>3. Let the teacher know what you consider to be the issue.</li> <li>4. Allow a reasonable agreed time frame for the issue to be addressed.</li> <li>5. If the grievance/complaint is not addressed to your satisfaction, please contact the front office to arrange a time to meet with the appropriate member of the school's leadership team responsible for that year level.</li> </ol>	<ol style="list-style-type: none"> <li>1. Contact the front office to make an appointment with Leadership to discuss the grievance /complaint.</li> <li>2. If the grievance/complaint is not addressed to your satisfaction, follow up meetings can be arranged with the Principal or Deputy</li> </ol>	<ol style="list-style-type: none"> <li>1. <b>Parents, Carers and Community Members</b> with an <b>administrative or school policy</b> grievance/complaint should contact the <b>front office</b>.</li> <li>2. If the grievance/complaint is not addressed to your satisfaction, follow up meetings can be arranged with the</li> </ol>

<ul style="list-style-type: none"> <li>▪ For <b>Foundation, Year 1 &amp; 2</b> concerns contact Jacqui Bowen - Assistant Principal</li> <li>▪ For <b>Year 3, 4 &amp; 5</b> concerns contact Lesley Raeside – Assistant Principal</li> <li>▪ For <b>Year 6 &amp; 7</b> concerns contact Sara Slater – Deputy Principal</li> <li>▪ For <b>Specialist</b> areas concerns (Resource Centre, PE, Performing Arts, Visual Arts &amp; Japanese) contact Tanja Antoun - Principal</li> </ul> <p>6. If required, follow up meetings can be arranged with the Principal or Deputy Principal. Complete the Site Complaint Record* and provide prior your appointment.</p>	<p>Principal. <u>Complete the Site Complaint Record*</u> and provide prior to your appointment.</p>	<p>Principal or Deputy Principal. <u>Complete the Site Complaint Record*</u> and provide prior to your appointment.</p>
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If the outcome is not satisfactory, you can contact The Department for Education’s Complaints Unit on 1800 677 435 or the Education Director responsible for Greenwith Primary School at the Felixstow Office on 8366 8800.

## STUDENTS AND STAFF

STUDENTS – All Grievance/complaints	STAFF AND VOLUNTEERS – All Grievance/complaints
<ol style="list-style-type: none"> <li>1. Talk to someone about your concern. It could be: <ul style="list-style-type: none"> <li>▪ the person/s involved</li> <li>▪ a teacher</li> <li>▪ a leader</li> <li>▪ a school assistant</li> <li>▪ another staff member</li> <li>▪ your parent/s or carer</li> </ul> </li> <li>2. If you feel uncomfortable, speak to someone ‘who you feel comfortable with.’</li> <li>3. Keep persisting until you feel someone is listening and will help you.</li> <li>4. Use our Play is the Way key concepts to support you when addressing an issue: <ul style="list-style-type: none"> <li>▪ It takes great strength to be sensible</li> <li>▪ Be brave – participate to progress</li> <li>▪ Treat others as you would like them to treat you</li> <li>▪ Have reasons for the things you say and do</li> <li>▪ Pursue your personal best no matter who you work with</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>1. Arrange a time to speak to the person concerned.</li> <li>2. Allow reasonable agreed time for the issue to be addressed.</li> <li>3. If the grievance/complaint is not resolved, speak to your <b>Line Manager</b> or Principal. <ul style="list-style-type: none"> <li>▪ For <b>Foundation, Year 1 &amp; 2</b> concerns contact Jacqui Bowen - Assistant Principal</li> <li>▪ For <b>Year 3, 4 &amp; 5</b> concerns contact Lesley Raeside – Assistant Principal</li> <li>▪ For <b>Year 6 &amp; 7</b> concerns contact Sara Slater – Deputy Principal</li> <li>▪ For <b>Specialist</b> areas concerns (Resource Centre, PE, Performing Arts, Visual Arts &amp; Japanese) contact Tanja Antoun – Principal</li> <li>▪ Kylie Jackel - <b>Volunteers</b></li> </ul> <p><i>Ask for their support in addressing the grievance/complaint by perhaps:</i></p> <ul style="list-style-type: none"> <li>▪ speaking to the person involved on your behalf</li> <li>▪ investigating your concern</li> <li>▪ monitoring the situation</li> </ul> <p><i>And/or speak to a nominated grievance/complaint contact:</i></p> <ul style="list-style-type: none"> <li>▪ WHS Representative</li> <li>▪ WHS Committee Members</li> <li>▪ PAC (Personnel Advisory Committee)</li> <li>▪ AEU/PSA Union Representative</li> </ul> <p><i>Ask for their support in addressing the grievance/complaint by perhaps:</i></p> <ul style="list-style-type: none"> <li>▪ acting as a mediator</li> <li>▪ taking notes of meetings</li> </ul> <p>If the grievance/complaint is not addressed to your satisfaction, follow up meetings can be arranged with the Principal or Deputy Principal. Complete the Site Complaint Record* and provide prior to your appointment.</p> <p>If the issue is not resolved within a reasonable time you can contact the DfE Education Director responsible for Greenwith Primary School based at Greenwith Primary School at the Felixstow Office on 8366 8800.</p> </li> </ol>

Copy of Site Complaint Record\* - [Click Here to download form](#)

## FURTHER INFORMATION

For further details refer to the Department's documents – *"Site Complaint Record"*, *"Complaint Resolution for Employees"* [../..|complaint-resolution-for-employees.pdf](#), and *"Consumer Complaints Management and Resolution Procedures"* [../..|consumer-complaints-management-and-resolution-procedure.pdf](#)

## REVIEW

These procedures are updated each year and will be reviewed in 2020.

*Ratified by the Governing Council on 21 March 2019.*