

## 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 and negotiate and discuss this at the initial meeting.</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 with an 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 email [education.customers@sa.gov.au](mailto:education.customers@sa.gov.au) alternatively contact 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\* - [site-complaint-record 2020.pdf](#)

## 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 2021.

*Ratified by the Governing Council on 19<sup>th</sup> March 2020*