



# Relationship and Grievance Guidelines

A positive relationship between our school, parents and the community provides our students a high quality learning environment. However from time to time concerns or grievances about what happens at school may occur. In the event of a grievance the following guidelines may be implemented. For further detail refer to the Department of Education & Child Development Document: *Complaints Management and resolution Procedure 2015*.

## Principles

As a school community we are committed to working together to meet the educational needs of our students. This occurs successfully when staff, students and families are working towards the same goals. This can only happen if there is trust, and open and effective communication between stakeholders within the school community.

Staff, students and families who work well together, treat each other with respect and integrity, and act to resolve concerns and conflicts promptly and effectively. This promotes a productive and happy work environment and a healthy school community. *Please be aware that meetings to discuss concerns and grievances will be suspended if any person(s) behaves in an inappropriate or offensive manner.*

### You can assist resolution of your problem by:

- Addressing the issue, rather than trying to ignore it.
- Stating clearly and objectively, giving specific instances where appropriate (putting it in writing if desired)
- Seeking a solution that attempts to meet the needs of those concerned

### Our mutual commitment when someone raises a concern:

- We will listen to concerns with an open mind and seek to understand them
- We will maintain confidentiality
- We will treat each other respectfully and professionally
- We will investigate any relevant issues carefully
- We will be committed to resolving any problems in ways that respect individuals and attempt to meet the needs of all concerned as fairly as possible
- We will attempt to communicate clearly, sensitively and objectively
- We will establish time lines for actions and review for any resolutions.

<b>STUDENTS with a grievance should:</b>	<b>PARENTS/CAREGIVERS with a grievance should:</b>	<b>STAFF (and Volunteers) with a grievance should:</b>
<ol style="list-style-type: none"> <li>1. Talk to the person about the problem. Discuss the question or concern directly with the person involved, stating the problem clearly and objectively. Seek to resolve it in a way that respects the needs of those involved.</li> <li>2. If you feel uncomfortable, speak to someone, 'who you feel comfortable with'. Talk to a Teacher, School Support Officer, Student Leaders or your parents about the problem at an appropriate time.</li> <li>3. Allow a reasonable timeframe for the issue to be addressed.</li> <li>4. If issue is unresolved, speak to your parent(s)/caregivers.</li> <li>5. If the grievance is not addressed arrange a time for your parents and you to speak with a Teacher, Assistant Principal, Deputy or Principal and submit your complaint in writing if desired.</li> </ol>	<p><b>Issues related to classrooms:</b></p> <ol style="list-style-type: none"> <li>1. Talk to the teacher/staff member about the problem. Discuss the question or concern directly with the person involved, stating the problem clearly and objectively. Seek to resolve it in a way that respects the needs of those involved.</li> <li>2. Allow a reasonable timeframe for the issue to be addressed.</li> <li>3. If the grievance is not addressed arrange a time to speak with Assistant Principal, Deputy or Principal.</li> <li>4. If the issue is not resolved, please contact the DECD Complaints Unit and submit your complaint or grievance in writing if desired.</li> </ol> <p><b>Issues related to school policy:</b></p> <ol style="list-style-type: none"> <li>1. Arrange a meeting time with the Principal or a Governing Council member to discuss your concern.</li> <li>2. Allow a reasonable timeframe for the issue to be addressed.</li> <li>5. If you are still unhappy please contact the DECD Complaints Unit and submit your complaint or grievance in writing if desired.</li> </ol>	<ol style="list-style-type: none"> <li>1. Talk to the person about the problem. Discuss the question or concern directly with the person involved, stating the problem clearly and objectively. Seek to resolve it in a way that respects the needs of those involved.</li> <li>2. Allow a reasonable timeframe for the issue to be addressed.</li> </ol> <p><b>If the grievance is not resolved speak to:</b></p> <ul style="list-style-type: none"> <li>▪ The Principal/ Deputy/Assistant Principal</li> <li>▪ A nominated Grievance Contact</li> <li>▪ Union Representative</li> <li>▪ PAC (where appropriate)</li> </ul> <p><b>Ask for their support in addressing the grievance by:</b></p> <ul style="list-style-type: none"> <li>○ speaking to the person involved on your behalf</li> <li>○ monitoring the situation</li> <li>○ investigating your concern</li> <li>○ acting as a mediator</li> </ul> <ol style="list-style-type: none"> <li>3. If the issue is not resolved within a reasonable time, please contact the DECD Complaints Unit and submit your complaint or grievance in writing if desired.</li> </ol> <p><b>(The Department of Education &amp; Child Development Document: <i>Complaints Management and resolution Procedure 2015</i> should be referred to by staff for explicit details on compliant resolution).</b></p>