

Risdon Park Primary School Grievance Procedure

Good relationships within the school community give children a greater chance of success. However in the event of a grievance, the following guidelines should be used.

Principles of our Policy

- ❖ Everyone is to be treated with respect
- ❖ Meetings to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner.

STUDENTS	PARENTS/CAREGIVERS	STAFF
With grievance should...	With grievance should...	With grievance should...
<p>STEPS:</p> <ol style="list-style-type: none"> 1. If you feel okay to do so talk to the person about the problem, or ask a friend to help 2. Talk to the teacher or SSO about the problem at an appropriate time 3. If you feel uncomfortable, speak to someone, "who you feel comfortable with." 4. If issue is unresolved, speak to your parent(s)/caregivers 	<p>STEPS:</p> <ol style="list-style-type: none"> 1. Arrange a time to speak to the relevant teacher(s) about the problem. 2. Let the teacher know what you consider to be the unjust or unfair action. 3. Allow reasonable timeframe for issue to be addressed. 4. If the grievance is not addressed arrange a time to speak with the Principal, Deputy Principal or Counsellor. 5. <i>A Parent Guide to Raising a Concern or Complaint</i> given to every parent who raises a concern or complaint. 	<p>STEPS:</p> <ol style="list-style-type: none"> 1. If you feel safe to do so arrange a time to speak to the person concerned ask a colleague / line manager for support 2. Allow reasonable time for the issue to be addressed. 3. If the grievance is not resolved, seek advice from: <ul style="list-style-type: none"> ❖ Principal/Line Manager ❖ If resolution not successful or not appropriate, refer to: <ul style="list-style-type: none"> ◆ <i>DECS Complaint Resolution for Employees Procedure</i> ◆ reference "<i>ComplaintResolution Flowchart</i>" and follow process until complaint settled or closed

Note: Parents with a grievance towards Risdon Park Primary School staff member can:

- # Arrange a meeting time with the Principal to discuss your concern.
- # Allow a reasonable time frame for the issue to be addressed.
- # If the issue has not been resolved after meeting with Principal / Deputy / School Counsellor
- # **Parent Complaint Hotline is: 1800677435**

It is important that these concerns are dealt with in a confidential manner. When the matter is discussed in the student's hearing, it is important that the student understands you have confidence the issue will be resolved confidently at the school level. The school can only deal with the issues that are raised in the ways outlined above. If we do not receive information then we assume all is well.