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.

<table>
<thead>
<tr>
<th>STUDENTS</th>
<th>PARENTS/CAREGIVERS</th>
<th>STAFF</th>
</tr>
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<tbody>
<tr>
<td>With grievance should</td>
<td>With grievance should</td>
<td>With grievance should</td>
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**STEPS:**

1. Talk to the person about the problem
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

**STEPS:**

1. Arrange a time to speak to the relevant teacher(s) about the problem.
2. Please do not enter school classrooms or offices to see staff about any grievance without prior arrangement.
3. Let the teacher know what you consider to be the unjust or unfair action.
4. Allow reasonable timeframe for issue to be addressed.
5. If the grievance is not addressed arrange a time to speak with the Principal, Deputy Principal or Counsellor.

**STEPS:**

1. Arrange a time to speak to the person concerned.
2. Allow reasonable time for the issue to be addressed.
3. If the grievance is not resolved, seek advice from:
   - Principal/Line Manager
   - If resolution not successful or not appropriate, refer to:
     - DECS Complaint Resolution for Employees Procedure
     - reference “Complaint ….Resolution Flowchart” 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.

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.