



Grievance Procedure

Good relationships within the school community give students a greater chance of having a successful educational experience. It is important students, staff and parents/caregivers work together in solving any grievance that may arise.

At Roseworthy Primary School we support the right of any member of the school community who has a grievance to be treated with respect, given information and guidance on how to appropriately resolve the grievance and be supported in their actions to do so. We encourage people to resolve any grievances which may occur in a prompt manner.

Principles of our policy:

- Everyone should be treated with respect
- Grievances at school with other students or parents/caregivers need to be resolved through the school staff
- Confidentiality by all parties is essential
- It is never appropriate anytime at school for parents/caregivers to directly approach a student or students or their parents/caregivers over a grievance even if the grievance is not school related
- Meetings to discuss grievances will be suspended if any person behaves in an insulting or offensive manner

You can assist in the resolution of the grievance by:

- Addressing the grievance, rather than trying to ignore it
- Stating your grievance/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 is raised:

- We will listen to the grievance 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 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

The usual procedure to be followed in addressing a grievance is to calmly approach the person with whom you have the grievance. However if you are unable to do this, or it is unsuccessful, the following guidelines should be used.

It is unlawful for any form of victimisation to occur as a result of the grievance procedures.



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STUDENTS with a grievance should follow the school's grievance process (including the Anti-Harassment Policy):	STAFF with a grievance should follow The Department for Education Complaint Resolution for Employees Policy:	PARENTS/CAREGIVERS with a grievance should follow The Department for Education Parent Complaint Policy, through the school Policy:
<ol style="list-style-type: none"> 1. Talk to the person about the grievance. 2. Talk to a teacher about the grievance at an appropriate time. 3. If you feel uncomfortable, speak to someone, 'who you feel comfortable with.' 4. If the grievance is unresolved, speak to a leadership member. 5. Speak with your parents/caregivers. 	<ol style="list-style-type: none"> 1. Arrange a time to speak with the person about your grievance. You may seek help from an advocate or a designated contact person (e.g. Staff Well-Being contact or WHS Representative). 2. If the grievance is unresolved, speak to your line manager to assess the grievance - clarify the type of issue, desired outcomes and resolution options. 3. If the grievance is unresolved with assistance from your line manager, speak with the Principal (unless the issue is about the Principal – if so go to step 4). 4. If the grievance remains unresolved and you are still dissatisfied, approach the Educational Director or his/her assistant(s) who will try to resolve the situation. <p>Personnel outside the school you may wish to contact for advice or support include:</p> <ul style="list-style-type: none"> • Educational Director • Employee Assistance Program • AEU Representative 	<ol style="list-style-type: none"> 1. Arrange a time to speak to the relevant teacher(s) about the grievance. 2. Let the teacher know what you consider to be the grievance. 3. Allow a reasonable timeframe for the grievance to be addressed. 4. If the grievance is not addressed to your satisfaction, please contact the front office to arrange a time to speak with the appropriate member of the school's leadership team. 5. If required, follow up meetings can be arranged with the Principal. 6. If you are not satisfied with the response you receive from the school, you can contact the Education Complaint Unit online (see URL below) or phone 1800 677 435.

Good relationships within the school community give students a greater chance of success.

STAFF URL: <https://edi.sa.edu.au/library/document-library/controlled-procedures/employee-complaints-procedure.pdf>

PARENT URL: <https://www.sa.gov.au/topics/education-skills-and-learning/general-information/feedback-and-complaints/schools-and-preschools>

Education Complaint Unit Complaints and Feedback: <https://www.education.sa.gov.au/department/about-department/contact-department/feedback-and-complaints-about-school-or-preschool>

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