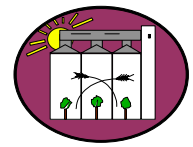


Roseworthy Primary School



GRIEVANCE PROCEDURES (including Parent Complaint Policy)

URL: www.decd.sa.gov.au/policy/pages/OSPP/policy_index

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 issue and be supported in their actions to do so. We encourage people to resolve difficulties quickly.

Principles of our policy:

- Everyone should be treated with respect
- Confidentiality by all parties is essential.
- Meetings to discuss grievances will be suspended if any person(s) behave in an offensive or insulting manner.

The usual procedure to be followed in addressing a grievance is, in the first instance, 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 is a set of steps that you can follow.

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

STUDENTS with a grievance could:	STAFF with a grievance could:	PARENTS/CAREGIVERS with a grievance should follow the DECD Parent Complaint Policy, through the school Policy:
<p>Tell the person that the behaviour is not acceptable. ("Stop it, I don't like it!")</p> <p>Explain the grievance to a teacher (or an adult at school you feel comfortable with), include who was involved, what happened, what you did and what you believe was unjust or unfair. You may like to bring someone with you for support.</p> <p>If you feel that the grievance was not addressed, check with the adult you spoke to first, then speak with someone else.</p> <p>Arrange a time to speak with the Principal.</p> <p>Speak with your parent(s) /caregiver</p>	<p>Arrange a time to speak with the person concerned. You may seek help from an advocate or a designated contact person (eg. Staff Well-Being contact or OHSW Representative).</p> <p>If the grievance is not resolved, speak to your appropriate line manager and ask for their support in addressing the grievance.</p> <p>If you are still dissatisfied approach the Regional Director or his/her assistant(s) who will try to resolve the situation.</p> <p>Personnel outside the school you may wish to contact for advice or support include:</p> <ul style="list-style-type: none"> • Regional Director • Employee Assistance Program • AEU representative 	<p>Arrange a time to speak with the person concerned. All issues involving students should be addressed through an appropriate staff member. (Students should not be approached directly by a parent other than their own.)</p> <p>Let the person know what you consider to be unfair or unjust.</p> <p>If you feel that the grievance is not addressed you may arrange a time to speak with the school Principal or Governing Council Chairperson (if appropriate).</p> <p>If you are still dissatisfied approach the Regional Director or his/her assistant(s) who will try to resolve the situation. The Principal will provide you with the name and contact telephone number.</p>

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

Reviewed April 2012
Review Date April 2015