



# NARACOORTE PRIMARY SCHOOL


## GRIEVANCE PROCEDURES FOR STUDENTS, PARENTS, CAREGIVERS AND STAFF



At **Naracoorte Primary School** we believe a positive school environment promotes a strong partnership with each other and the community. We uphold the **ASPIRE values** in everything we do – **Achievement, Self-Manager, Pride, Inclusivity, Respect, Empathy**. Occasionally, issues or concerns may arise that need to be managed fairly, efficiently and in accordance with relative legislation and Department for Education requirements. Taking up concerns directly with the people involved, as early as possible, provides the best opportunity to resolve the issue to move forward constructively.

Principles underpinning this procedure are:

- Calm, fair, honest and respectful communication
- Being open to hearing the perspective of all other people involved
- Maintaining confidentiality
- Working towards a positive outcome for all parties
- Restoring and maintaining relationships

STUDENTS	PARENTS & CAREGIVERS	STAFF
<ol style="list-style-type: none"><li>1. <b>Speak to the person</b> about the problem. Discuss the concerns using an 'I statement, e.g. "I feel...when you...Please stop doing..."'. If necessary, ask a friend to help you speak to the person.</li><li>2. <b>Talk to your teacher</b> about the problem</li><li>3. <b>Speak to another adult who you trust</b>, e.g. Parents, PCW, SSOs or Miss Possingham</li><li>4. <b>Speak to Mr Sandercock or Ms Lawrie</b></li><li>5. <b>Contact a helpful support service</b> for advice</li></ol> 	<ol style="list-style-type: none"><li>1. <b>Arrange a mutually convenient time</b> to speak to the relevant teacher(s) about the problem.</li><li>2. <b>Let the teacher(s) know your concerns</b> by communicating calmly, fairly and honestly.</li><li>3. <b>Allow a reasonable timeline</b> for the issue to be addressed. Some issues may be complex and require additional time, follow up or information to resolve.</li><li>4. If your grievance is not resolved or you feel you require Site Leadership support, please <b>arrange a time to speak to the Principal (Rob Sandercock)</b> or Deputy Principal (Andrea Lawrie).</li><li>5. If your grievance is still not resolved, please <b>contact the Department for Education Customer Feedback Unit</b> on 1800 677 435 or online</li></ol>	<ol style="list-style-type: none"><li>1. <b>Arrange a mutually convenient time</b> to speak with the person concerned.  Personal resolution may not be an option for reasons of individual sensitivity, power imbalance or the nature or seriousness of the complaint. In this case, <b>seek advice from:</b><ol style="list-style-type: none"><li>a. <b>Line Manager in the first instance</b> or Principal or Deputy Principal</li><li>b. Education Director</li><li>c. AEU</li><li>d. Employee Complaints Procedure</li></ol></li><li>2. <b>Let your colleague/s know your concerns</b> by communicating calmly, fairly and honestly.</li><li>3. <b>Allow a reasonable timeline</b> for the issue to be addressed. Some issues may be complex and require additional time, follow up or information to resolve. Making reasonable adjustments to behaviours will</li></ol>



support a positive and professional relationship.

4. If the grievance is not resolved, **seek advice from:**
  - a. **Line Manager in the first instance** or Principal or Deputy Principal
  - b. Education Director
  - c. AEU
  - d. PAC
  - e. Employee Complaints Procedure
5. If your grievance is still not resolved, please **refer to the Employee Complaints Unit** on the EDI.

