

Sandy Creek Primary School



SANDY CREEK
Primary School
RESPONSIBILITY RESPECT EXCELLENCE

Grievance Procedures

Current as of: February 2020
To be Reviewed: February 2024

Parents with a Grievance

Good relationships between our school and the community give our children a greater chance of success and provide an effective learning and work environment for all. However it is only natural that from time to time, parents will have concerns about school issues.

Key Principles

- Everyone should be treated with respect and has a right to be safe.
- Resolving conflict as soon as possible is important to maintain the climate of trust.
- Meetings to discuss grievances will be suspended if any person behaves in an insulting or offensive manner.
- We believe that it is important for concerns to be kept confidential so they are better able to be resolved.
- At times you may wish to seek support from friends or an advocate.

The following guidelines may assist you to address your issues /concerns:

1. Make an appointment to talk to the most relevant person i.e. for classroom issues – the class teacher, letting them know what the issue is beforehand, so they are better able to provide any information that you might require. Allow a reasonable timeframe for the issue to be addressed.
2. Revisit with the person if the issue is unresolved.
3. Arrange a time to speak with the Principal. At any stage of the process there is value in organizing a follow up meeting to share successes or ongoing concerns and we urge you to ensure that this occurs. If the school does not receive further information it is reasonable for the issue to be considered resolved.
4. If you are still not happy with the outcome, please contact the Education Complaints Unit (1800677435).

For further information please see our **Parent Complaints Policy**

Students with a Grievance

Students at school are explicitly taught skills to deal assertively with harassment and conflict as it arises as part of our Health program.

1. Solve the problem safely themselves by letting the person who is harassing/bullying them know how they feel and tell them it needs to stop.
2. Seek the help of another student.
3. Speak to the teacher to get help. Talk to a family member to ask advice and strategies for solving the issue.
4. Revisit the above strategies and if it continues, seek the support of the Principal.

For further information please see our **Bullying and Harassment Policy**

Teachers with a Grievance

Speak with the person concerned regarding the issue.

If it continues seek information and support from the Principal, a PAC member or a Union representative. Ask their support in addressing the grievance by:

- Speaking to the person involved on your behalf.
- Monitoring the situation
- Investigating your concern.
- Acting as a mediator.

'To avoid unnecessary escalation, it is preferable to have complaints lodged with a manager who is as close as possible to the source of the disagreement.'

If the issue is not resolved within a reasonable timeframe, ask for further support which could include:

- An EAP counsellor
- Follow the "Department for Education Complaint Resolution for Employees Procedure"