

Grievance Procedures For:

Students

STEPS:

1. **If you feel okay to do so** talk to the person about the problem, or ask a friend to help
2. Talk to the teacher or SSO about the problem at an appropriate time
3. If you feel uncomfortable, speak to someone, "with whom you feel comfortable with."
4. If issue is unresolved, speak to your parent(s) / caregivers

Parents

STEPS:

1. Arrange a time to speak to the relevant teacher(s) about the problem.
2. Let the teacher know what you consider to be the unjust or unfair action.
3. Allow reasonable timeframe for issue to be addressed.
4. If the grievance is not addressed arrange a time to speak with the Principal or Counsellor.

A copy of "Raising a Complaint with DECD" should be given to every parent who raises a concern or complaint.

Staff

STEPS:

1. **If you feel safe to do so** arrange a time to speak to the person concerned
2. **If necessary** ask a colleague / line manager for support
3. Allow reasonable time for the issue to be addressed.
4. 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 "ComplaintResolution Flowchart" and follow process until complaint settled or closed

Principles of our Policy

Everyone is to be treated with respect.

It is important that concerns/grievances are kept confidential. At times, you may seek support from friends to gauge their reaction. It is very important to do this wisely.

All communication is respectful and individuals are not to be spoken about unkindly or unjustly through rumour or innuendo (this includes in the use of social media).

Meetings to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner.

At all times, it is important for the student's sake that the school and class teacher are not criticised in the student's hearing.

If the issue has not been resolved after meeting with Principal / School Counsellor:

Parent Complaint Hotline is: 1800677435

*A nurturing
environment where
kids can GROW...*

Your opinion matters

Good relationships between members in the school community give all students and staff a greater chance of success.

It is only natural that from time to time students/staff/parents have concerns about what happens at school.

Concerns may relate to other personnel or students at the school site, or to school policy.

Should this happen, it is important to know the correct way to have your concerns acted upon.

At Moorook Primary School we have a process which allows this to happen.

Thank you.



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MOOROOK PRIMARY SCHOOL

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Great place to GROW