

## Grievance Procedure

**Our school Vision: Building Empowered Learners for Life**

**Our 3 Universals: We are Respectful - We are Safe - We are Learners**

The staff and parents of Christies Beach Primary School are committed to providing the best possible outcomes for our children. For this to occur we need positive working relationships existing between all school community members. It is important that we work together through concerns and conflicts, utilizing positive and constructive processes.

### Principles of our policy:

- Everyone to be treated with respect.
- Meeting to discuss grievances will be suspended if any person(s) behaves in an insulting or offensive manner.
- Confidentiality will be maintained at all times. It is essential that all parties involved respect this right and ensure that information remains only with those directly involved with the issue.

STUDENT RESPONSIBILITIES	PARENT RESPONSIBILITIES	STAFF RESPONSIBILITIES
--------------------------	-------------------------	------------------------

STEPS	STEPS	STEPS
<ol style="list-style-type: none"> <li>1. Talk to the person about the problem/issue using restorative practices (if you feel comfortable to do so).</li> <li>2. Talk to a peer mediator or another friend you trust.</li> <li>3. Talk to a teacher / S.S.O. about the issue at an appropriate time.</li> <li>4. If the issue is unresolved speak to your parents(s) / caregiver(s).</li> </ol>	<ol style="list-style-type: none"> <li>1. Arrange a time to speak to the relevant teacher(s) about the issue using restorative practices.</li> <li>2. Let the teacher know what you consider to be an unjust or unfair action using a reasonable manner.</li> <li>3. Allow an appropriate timeframe for the issue to be addressed.</li> <li>4. If the grievance is not addressed arrange a time to speak with the Principal.</li> <li>5. If you are still unhappy, please phone the Education Complaint Unit on: 1800 677 435</li> </ol>	<ol style="list-style-type: none"> <li>1. Arrange a time to speak to the person concerned using restorative practices.</li> <li>2. Allow reasonable time for the issue to be addressed.</li> <li>3. If the grievance is not resolved speak to your principal or a nominated grievance contact person               <ul style="list-style-type: none"> <li>- OHSW Rep</li> <li>- Racial / Sexual harassment</li> <li>- Union Rep</li> <li>- Peer Advocate</li> </ul>               (<i>Ask their support in addressing the grievance by speaking to the person involved on your behalf and/or acting as a mediator in a meeting.</i>)             </li> <li>4. If you are still unhappy arrange a time to speak to the Education Director.</li> <li>5. Confidentiality needs to be maintained at all times.</li> </ol>

Note: Parent(s)/Caregiver(s) with a grievance about a specific School Policy are advised to:

- Arrange a meeting time with the Principal to discuss any issues.
- Allow reasonable time for the issue to be addressed.
- If you are still unhappy, arrange a time to discuss the issue with Linda Olifent, Education Director Noarlunga House, 82073802