Good relationships within the school community give children a greater chance of success.
However, in the event of a grievance, the following guidelines may be used.

**Principles of our policy:**
- Everyone should be treated with respect.
- We use principles of *Restorative Practice* to clarify and resolve situations.
- Meetings to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner.
- The school can only deal with concerns raised by following the Grievance Procedure Guidelines. If we are not approached about concerns, then we assume that all is well.

### STUDENTS

**with a grievance:**

1. Try to sort out the immediate problems by using problem-solving strategies taught in class, i.e. ignore the person bothering you and walk away, explain that “I don’t like it when… I would like you to stop… If you don’t stop I will have to ask a teacher to help…”
2. If the problem continues see the teacher immediately so they may help you to resolve the issue. Parents/Caregivers may be notified, depending on the level of the grievance.
3. If the problem remains, talk to your Parents/Caregivers, Teacher, Principal or SSO about the problem so they may help you resolve the issue.
4. If you feel uneasy about trying to solve the problem, speak to someone with whom you feel comfortable to help you with your predicament.
5. If the issue remains unresolved, Parents/caregivers and the Principal will work together to develop appropriate strategies.
6. Outside agencies may need to be contacted, i.e. Mandatory Reporting, FamiliesSA, Guidance

### PARENTS/CAREGIVERS

**with a grievance:**

1. Contact the Principal to arrange a time to speak to the relevant staff member about your concern, bearing in mind that you have one side of the issue. Direct issues about a child other than your own, to the class teacher or the Principal.
2. An advocate may assist in raising an issue. e.g. Governing Council or Parent Club member
3. **Please do not enter** a class or the office about a major grievance without prior arrangement.
4. The grievance needs to be kept confidential by the school and the Parents/Caregivers.
5. Allow an agreed timeframe for the issue to be addressed.
6. If the grievance is not resolved to your satisfaction arrange to speak with the Principal.
7. If you are still unsatisfied with the outcome after completion of the above steps, please arrange a time to discuss the issue with personnel from the Regional Office of the Yorke and Mid–North Region

Clare Regional Office,
157 Main North road,
Clare SA 5453
Ph: 88412000

### STAFF

**with a grievance:**

1. Arrange a time to speak to the person concerned.
2. Allow reasonable time for the issue to be addressed.
3. If the grievance is not resolved, speak to your Principal, line manager or grievance contact to assist in settling the grievance. i.e. OHS&W Rep, Union Rep
4. An advocate may assist in raising an issue on your behalf, monitoring the situation, investigating your concerns or acting as a mediator in a meeting about the issue.
5. If, after following the above steps, the issue remains unresolved within the reasonably agreed time, arrange to speak with personnel from the Regional Office of the…

Yorke and Mid –North Region.

Clare Regional Office,  
157 Main North road,  
Clare SA 5453  
Ph: 88412000

**NOTE:** Parents/Caregivers with a grievance about school POLICY should:
- Arrange a meeting time with the Principal to discuss specific concerns.
- Allow reasonable time for the issue to be addressed.
- If you are still unhappy, please arrange a time to resolve the issue with personnel from the Regional Office of the **Yorke and Mid –North Region**, Clare Regional Office – 88412000, Kadina - 88280513, Pirie – 86381807

*Updated term 1 - 2012*