

# Grange Primary School

## COMPLAINT POLICY & GRIEVANCE PROCEDURES

### RATIONALE

The staff and parents/caregivers at Grange Primary School are committed to providing the best possible learning environment and outcomes for children. For this to occur it is imperative that positive working relationships exist between all school community members. Clear lines of communication including a defined process for dealing with issues of concern contribute to this partnership. It is important that we work together through issues of concern using positive and constructive processes.

### GUIDING PRINCIPLES & VALUES

Respect is one of our core school values and as such:

1. Safety and wellbeing of students is our foremost priority
2. Everyone has a right to a safe and respectful learning environment
3. Parents/caregivers & Community members can expect that issues will be addressed in a confidential, timely and impartial manner
4. We endeavour to resolve all issues at a school level in the first instance
5. Meetings to resolve issues will be suspended if any person(s) behave in an offensive or threatening manner
6. Confidentiality will be maintained to ensure information remains only with those directly involved

STUDENT RESPONSIBILITIES	PARENTS/CAREGIVER & COMMUNITY	STAFF RESPONSIBILITIES
<p><b>Steps:</b></p> <ol style="list-style-type: none"> <li>1. Talk to the person about the problem.</li> <li>2. Talk to the Teacher or another staff member at an appropriate time.</li> <li>3. If you feel uncomfortable speak to a trusted adult who you feel comfortable with.</li> <li>4. If the problem is not resolved speak to your parent/caregiver.</li> <li>5. If the problem is still not resolved seek support from the school leadership team to work through the issue.</li> </ol>	<p><b>Steps:</b></p> <ol style="list-style-type: none"> <li>1. Contact can be made with the appropriate staff member via phone, email or face to face to arrange a mutually convenient time to discuss. Staff contact details are available on the school's website : <a href="http://www.grangesch.sa.edu.au">www.grangesch.sa.edu.au</a></li> <li>2. Engage in calm and open dialogue about the issue.</li> <li>3. Allow a reasonable timeframe for the issue to be addressed.</li> <li>4. If the issue is not addressed arrange a time to speak to the Principal.</li> <li>5. If the issue is still unresolved contact the Customer Feedback Unit 1800 677 435.</li> <li>6. Confidentiality needs to be maintained at all times.</li> </ol>	<p><b>Steps:</b></p> <ol style="list-style-type: none"> <li>1. Arrange a time to speak to the person concerned.</li> <li>2. Allow reasonable time for the issue to be addressed.</li> <li>3. If the issue is not addressed speak to your Line Manager or the Principal and where appropriate contact your WHS, AEU, PAC or grievance representative who can give you support and act as a mediator on your behalf.</li> <li>4. If the issue is still unresolved arrange a time to speak to the Education Director.</li> <li>5. Confidentiality needs to be maintained at all times.</li> </ol>

