Tea Tree Gully Primary
GRIEVANCE PROCEDURE

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

Principles of our policy.
- Everyone should be treated with respect.
- Meetings to discuss grievances will be suspended if any person(s) behaves in an insulting or offensive manner.
- We will listen to concerns with an open mind and seek to understand them.
- We will investigate any relevant issues carefully and establish timelines for actions and review.

<table>
<thead>
<tr>
<th>STUDENTS With a grievance could</th>
<th>PARENT(S)/CAREGIVER with a grievance could</th>
<th>TEACHERS with a grievance could</th>
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</thead>
<tbody>
<tr>
<td>STEPS:</td>
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<td>1. Talk to the person about the problem.</td>
<td>1. Arrange a time to speak to the relevant teacher(s) about the problem.</td>
<td>1. Arrange a time to speak to the person concerned.</td>
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<td>2. Talk to a teacher or S.S.O. about the problem at an appropriate time.</td>
<td>2. Please do not enter school classrooms or offices about a major grievance without prior arrangement. If you wish to discuss a matter with a teacher, please do it after school. Before school is usually inappropriate as it interrupts the day’s preparation.</td>
<td>2. Allow reasonable time for the issue to be addressed.</td>
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| 3. If you feel uncomfortable, speak to someone, ‘who you feel comfortable with.’ | 3. Let the teacher know what you consider to be the issue. | 3. If the grievance is not resolved, speak to -  
- Your Principal/Line Manager  
- A nominated grievance contact  
  - WHS Representative  
  - Racist/Sexual harassment contact  
  - Union Representative  
  - PAC (where appropriate)  
  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 |
| 4. If issue is unresolved, speak to your parent(s)/caregivers. | 4. Allow a reasonable timeframe for the issue to be addressed. | 4. If the issue is not resolved within a reasonable time arrange a time to speak to the District Superintendent. |
|                                | 5. If the grievance is not addressed arrange a time to speak with the Principal or Deputy Principal. |                                |
|                                | 6. If you are still unhappy, please arrange a time to discuss the issue with the Education Director at the Para Hills Office, 83144026, who will try to assist you to resolve the problem. |                                |
|                                | 7. If you are still dissatisfied you may wish to direct concerns to the DECD Parent Complaint Unit. 1800 677 435 |                                |

Note: Parent(s) with a grievance about School Policy should:
- arrange a meeting time with the Principal to discuss your concern.
- allow a reasonable time frame for the issue to be addressed.
- if you are still unhappy arrange a time to resolve the issue by phoning the Parent Complaint Unit 1800 677 435

IF A PARENT HAS AN ISSUE WITH ANOTHER STUDENT, PLEASE DO NOT APPROACH THE STUDENT, INSTEAD TALK TO A TEACHER OR SENIOR STAFF MEMBER AND ALLOW THE SCHOOL TO RESOLVE THE PROBLEM.