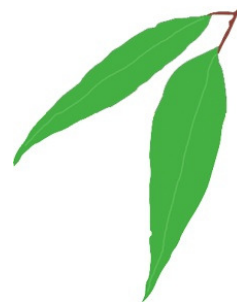


# GRIEVANCE PROCEDURE



## Tea Tree Gully Primary School

11-13 Neale Street,  
Tea Tree Gully, SA 5091

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F (08) 8396 1718

E [dl.0432.info@schools.sa.edu.au](mailto:dl.0432.info@schools.sa.edu.au)

### Rationale:

At Tea Tree Gully Primary School we support the right of any member of the school community to have their issues and concerns addressed. The procedure to be followed in addressing a grievance is, in the first instance, to approach the person with whom you have the grievance. However, if you feel that you are unable to do this, follow the guidelines set out below.

When raising a concern staff, parents, students and volunteers are expected to:

- Treat each other with respect, courtesy and maintain confidentiality
- Raise the concern as soon as possible
- Provide complete and factual information
- Act in good faith to achieve an outcome acceptable to all parties and have realistic and reasonable expectations about the required course of action

STUDENTS	PARENTS	STAFF	VOLUNTEERS
Arrange a time to speak to the person concerned	Arrange a time to speak to the person concerned (Teacher or Staff member)	Arrange a time to speak to the person concerned	Arrange a time to speak to the person concerned
Let the person know what you consider to be your concern	Let the person know what you consider to be your concern	If the grievance is not addressed speak to your line manager or trusted colleague and ask for their support in addressing the grievance by speaking to the person involved	Let the person know what you consider to be your concern
If the grievance is not addressed let the person know you will be speaking to someone else	If the grievance is not addressed let the person know you will be speaking to someone else	Arrange a time to speak to someone in the school leadership team eg. Principal or Senior Leader	If the grievance is not addressed let the person know you will be speaking to someone else
Arrange a time to speak to someone in the school leadership team eg. Principal or Senior Leader	Arrange a time to speak to someone in the school leadership team eg. Principal or Senior Leader. Your concern will be resolved ideally within fifteen days	If you are still dissatisfied, approach the Education Director who will try and assist you to resolve the situation Phone: 8366 8808	Arrange a time to speak to someone in the school leadership team eg. Principal or Senior Leader
Discuss your concern with your parents. This is an important part of the process	If you are still dissatisfied, you may wish to direct concerns to Department for Education (DfE) Parent Complaints Unit Phone: 1800 677 435	If you are still dissatisfied, approach the Education Director who will try and assist you to resolve the situation Phone: 8366 8808	If you are still dissatisfied, approach the Education Director who will try and assist you to resolve the situation Phone: 8366 8808