



Eudunda Area School

GRIEVANCE PROCEDURES

The school community of Eudunda Area School are committed to providing the best possible educational outcomes for our 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 process.

CONFIDENTIALITY

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 in this issue.

TRUST

A trusting relationship between all involved is necessary if grievances are to be resolved as effectively as possible.

CHANGE

Change can cause anxiety – It is important that we work through concerns and conflicts to see change as a positive step.

The following grievance procedures are provided to support staff, students, parents and the community to resolve concerns. They should enhance the school environment and assist the learning outcomes for students.

Principles of our policy.

- Everyone should be treated with respect.
- Meetings including telephone calls to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner.

STUDENTS	PARENT(S) CAREGIVER	TEACHERS
<p>STEPS Use the Harassment Procedures if you are finding someone's behaviour inappropriate.</p> <p>When you have a problem or difficulty:</p> <ol style="list-style-type: none"> 1. Talk to the person about the problem. 2. Talk to a trusted friend or your class teacher and have him/her go with you. 3. Meet with a staff member 4. If the problem still persists ask to talk to the Principal, Senior Leader or School Counsellor. 5. If the issue is unresolved speak to your parent(s) or caregiver and they will use the following steps. 	<p>What to do first Arrange a time to speak to the relevant teacher(s) about the problem. Please meet the staff member(s) at the Front Office prior to the meeting.</p> <p><u>If the issue is with a student of the school all adults must approach a staff member to address the concern.</u></p> <p>Steps</p> <ol style="list-style-type: none"> 1. Let the teacher know what you consider the issue. 2. Allow a reasonable time frame to address the issue. 3. If you feel the grievance is not resolved, arrange a time to speak with the Principal or Senior Leader. 4. Notify the Principal of your continuing concerns and request feedback. 5. If you are still unhappy, please arrange a time to speak with the Regional Director (85320600). <p>NB. Please make an appointment to discuss a major grievance. Prior arrangements ensure that adequate time can be allocated to the issue.</p> <p>NB If you have a dispute with another student please talk to a staff member about the issue and he/she will resolve the issue. It is inappropriate for parents to discipline other students in the school grounds.</p>	<ol style="list-style-type: none"> 1. Critically reflect – write down your concerns. 2. Arrange a time to speak to the person involved. 3. Allow a reasonable time to address the issue. 4. If the grievance is not resolved speak to <ul style="list-style-type: none"> - your Principal or Line Manager - a nominated grievance contact (Counsellor) - OHS&W representative - racist/sexual harassment contact - union representative - PAC (where appropriate) <p>Ask their support in addressing the grievance by</p> <ul style="list-style-type: none"> - speaking to the person involved on your behalf - monitoring the situation - investigating your concern - acting as a mediator 5. If the issue is not resolved within a reasonable time frame arrange a time to speak with the Regional Director.

For further detail refer to the Department's documents-Grievance Procedures for Employees and the Grievance Resolution Policy