



Grievance Policy

Principles

As a school and preschool community, we are committed to working together to meet the educational needs of our students. This occurs most effectively when staff, students and parents are working towards the same ends. This can only happen if there is trust, and open and effective communication between the people within the school community.

Staff members (including school leaders), students and parents who work well together, treat each other with respect and integrity and act to resolve concerns and conflicts promptly and effectively. This promotes a productive and happy work environment and the health of the school community.

You can assist resolution of your problem by:

- Addressing the issue, rather than ignoring it
- Stating your concern clearly and objectively
- Seeking a positive and collaborative outcome

Our mutual commitment when someone raises a concern:

- Listen to concerns with an open mind and seek to understand them
- Maintain confidentiality
- Resolve problems in ways that respect individuals and attempt to meet the needs of all concerned
- Communicate clearly, objectively and respectfully
- Establish time lines for actions and review of resolutions

PARENT(S)/CAREGIVER(S)

with a grievance should:

In respect of everyone concerned, we ask that no parent(s)/caregivers are to approach another student or a family member to resolve any grievance and the Grievance Policy procedures are followed.

1. Arrange a time to talk to the teacher about the issue, stating the problem clearly and objectively.
2. Understand that the issue may be complex and allow a reasonable time frame for the issue to be addressed and resolved.
3. If you require further assistance or support please arrange a time to speak with the Principal.

Ms Dina Zunis

Contact details: PH: 8264 7498 or email concern to Dina.Zunis504@schools.sa.edu.au

4. Should you need to take the matter further please arrange a time to discuss the issue with the Education Director – Ms. Sue George-Duif on 8314 4000.
5. The Parent Complaint Unit is also available at any time to discuss your concern or complaint.

Contact details:

Phone: 1800 677 435.

www.decd.sa.gov.au/parentcomplaint

You can also refer your complaint through the North Ingle School and Preschool Website.

<http://www.northingle.sa.edu.au>

STUDENTS

With a grievance should:

1. Talk to the person about the problem. Discuss the question or concern directly with the person involved, stating the problem clearly and objectively. Seek to resolve it in a way that respects the needs of those involved.
2. If you feel uncomfortable, speak with someone who you feel comfortable. Talk to a Teacher or School Services Officer, Junior School Council Representative and/or your parents about the problem at an appropriate time.
3. Allow a reasonable time frame for the issue to be addressed.
4. If the issue is unresolved, speak to your parent(s)/caregivers.
5. If the grievance is not addressed arrange a time for your parent(s)/caregivers to speak with the Teacher or Principal.

STAFF (and Volunteers)

with a grievance should:

1. Talk to the person about the problem. Discuss the question or concern directly with the person involved, stating the problem clearly and objectively. Seek to resolve it in a way that respects the needs of those involved.
2. Allow a reasonable time frame for the issue to be addressed.
3. If the grievance is not resolved speak to:
 - Your Principal / Line Manager
 - A nominated grievance contact
 - Union Representative
 - Put it on the agenda for the next staff meeting
 - PAC-Personnel Advisory Committee (where appropriate)
4. 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

If the issue is not resolved within a reasonable time arrange a time to speak to the Education Director, Ms. Sue George-Duif on 8314 4000.

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