



**HAWTHORNDENE
PRIMARY SCHOOL**

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CARE • LEARNING • CONFIDENCE

HAWTHORNDENE PRIMARY SCHOOL Grievance Procedure Policy

The Principles of our policy:

Everyone should be treated with respect

Confidentiality should be maintained at all times

Meetings to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner.

Students with a grievance should:

- Talk to the person about the problem.
- Talk to a teacher, the Principal, Deputy Principal, Pastoral Care worker or SSO about the problem at an appropriate time.
- If you feel uncomfortable speak to someone "who you feel comfortable with".
- If the issue is unresolved, speak to your parent(s)/caregivers

Parents/ Caregivers with a grievance should:

- Arrange a time to speak to the relevant teacher(s) about the problem.
- Let the teacher know what you consider to be the issue prior to the meeting time.
- **DO NOT** enter school classrooms or offices about a major grievance without **prior** arrangement
- Allow an agreed timeframe for the issue to be addressed.
- If the grievance is not addressed arrange a time to speak with the Principal or Deputy Principal.
- If you are still unhappy, contact the issue with the Education Director, Mount Barker Education Office Tel: (08) 8391 4705 Richard Costi - Education Director
- If not resolved contact the Parent Complaint Unit 1800 677 435 or email: DECD.ParentComplaint @ sa.gov.au

Teachers with a grievance should:

- Arrange a time to speak to the person concerned.
- Allow reasonable time for the issue to be addressed.
- **If the grievance is not resolved, speak to-**
Your Principal/Line Manager
A nominated grievance contact
 - OHS&W Representative
 - Union Representative
 - PAC (where appropriate)
 - Pastoral Care Worker

Ask for 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.

Reviewed 2018

Creating a vibrant learning community