



Hawthorndene Primary School

"Challenging and inspiring students to connect and contribute to their world."

Grievance Policy

Vision:

Everyone should be treated with respect and confidentiality should be maintained at all times.

We will promote a safe, respectful environment where confidentiality and support is valued.

Responsibilities:

Students

- Speak to the person about the problem
- Speak 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

Teachers

- 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 or 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

Parents/Carers

- 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 still unresolved, contact the Education Director
- If not resolved contact the Parent Complaint Unit 1800 677 435 or email DECD.ParentComplaint @ sa.gov.au

Reviewed 2020



**Government
of South Australia**

Department for Education

Hawthorndene Primary School
Suffolk Road, Hawthorndene SA 5051

P: 8278 3551

F: 8370 2681

E: dl.0972.info@schools.sa.edu.au

"Challenging and inspiring students to connect and contribute to their world."