

# Grievance Procedures: Parent Complaint Policy June 2024

Good relationships within the school community are maintained when students, staff and parents work together to respectfully solve issues or problem promptly using agreed processes and procedures.

The following guidelines support the effective resolution of grievances

**Overarching Principles**

- Everyone will be treated with respect.
- Meetings to discuss grievances will be suspended if any person(s) behaves in an insulting or offensive manner. A second meeting will be re-scheduled.
- All matters will be treated in a confidential manner by all parties.
- Each student’s welfare will be paramount throughout the grievance procedure.
- Advice prior to a grievance meeting can be sought from one of the listed advocates.
- Issues should be addressed as soon as practicable after they arise.
- It not appropriate for a parent to directly approach a child/ren, or their parents, over a problem or issue at school, even if the problem or issue is nor school related

**All participants can assist in the effective resolution of a problem or issue by:**

- Addressing the issue as it arises rather than trying to ignore it.
- Being open minded when negotiating a resolution.
- Prior to lodging a grievance, ensuring that you have all the relevant facts.
- Stating concerns clearly and objectively, giving specific instances where appropriate.
- Allowing time to “cool down” prior to raising a grievance to ensure that communication and interactions are calm and respectful.
- Seeking a solution that meets the needs of all those concerned.

**Implementation**

Following a higher-level grievance meeting, a record of the meeting, with a review date will be provided for all participants.

Training will be provided for staff in managing conflict, difficult situations.

Staff will be informed about the Grievance Procedure at the beginning of each year. Parents will be informed about the Grievance Procedure

- Several times per year via the newsletter
- At Acquaintance Evening and Transition Meetings
- Copies will be available at the office, and on the school website.

**Advocates**

Parents may include a Governing Council Rep or anyone else of their choosing Staff can nominate any one of their choosing to be their advocate.

**Parents with a grievance about school policy should:**

- Arrange a meeting time with the principal to discuss their concern
- Understand that a reasonable time frame needs to be set for the issue to be addressed.

**PROCESS STEPS**

STUDENTS with a grievance should	PARENT(S)/CAREGIVER with a grievance should	STAFF AND VOLUNTEERS with a grievance should
<ol style="list-style-type: none"> <li>1. Talk to the person about the problem at an appropriate time.</li> <li>2. Talk to a teacher or S.S.O about the problem at an appropriate time.</li> <li>3. Talk to the Principal, Deputy Principal or Wellbeing Leader. They should choose someone with whom they feel comfortable to raise their concern</li> <li>4. If issue is unresolved, speak to their parent(s) or caregivers.</li> </ol>	<ol style="list-style-type: none"> <li>1. Arrange a time to speak to the relevant person about the problem.  Please do not enter school classrooms or offices to raise a major grievance without prior arrangement. If you wish to discuss a matter with a teacher, please do it after school. Before school is usually inappropriate as it interrupts the day’s preparation.</li> <li>2. Let the person know what you consider to be the issue.</li> <li>3. Allow a reasonable time frame for the issue to be addressed.</li> <li>4. If the grievance is not addressed arrange a time to speak with the Principal or Deputy Principal.</li> </ol> <p><b>An advocate may be present at meetings.</b></p>	<ol style="list-style-type: none"> <li>1. Arrange a time to speak to the person concerned.</li> <li>2. Allow reasonable time for the issue to be addressed.</li> <li>3. If the grievance is not resolved speak to: <ul style="list-style-type: none"> <li>• Your Principal/Line Manager</li> <li>• A nominated grievance contact <ul style="list-style-type: none"> <li>- OHS&amp;W Representative</li> <li>- Racist/Sexual Harassment contact</li> <li>- Union Representative or PAC</li> </ul> </li> </ul> <p><b>Ask their support in addressing the grievance by perhaps:</b></p> <ul style="list-style-type: none"> <li>• speaking to the person involved on your behalf</li> <li>• monitoring the situation</li> <li>• investigating your concern</li> <li>• acting as a mediator</li> <li>• taking minutes in meetings</li> </ul> </li> </ol>

**Central Complaint Resolution**

If you are not satisfied that your complaint has been addressed effectively at the local level, your feedback or grievance can be directed to the [Customer Feedback Unit](#) Phone: 1800677435.

- The Customer Feedback Unit will assess your grievance, decide what action is needed, let you know what has been done and when you can expect to hear about the outcome.
- You can make an anonymous complaint or ask that your identity remains confidential, however this may limit options for investigating and negotiating a resolution.