



## Grievance Procedure

Good relationships within the school community give children a greater chance of success. However, in the event of a grievance, the following guidelines should be used.

### Underpinning our procedure:

- Everyone is to be treated with respect.
- All communication is respectful and individuals are not to be spoken about unkindly or unjustly through rumour or innuendo (this includes in the use of social media).
- Meetings to discuss grievances will be suspended if any person(s) behaves in an insulting or offensive manner.

STUDENTS With grievance should ...	PARENTS/CAREGIVERS With grievance should ...	STAFF With grievance should ...
<p><u>STEPS:</u></p> <ol style="list-style-type: none"> <li>1. <b><i>If you feel okay to do so</i></b> talk to the person about the problem or ask a friend to help.</li> <li>2. Talk to the teacher or SSO about the problem at an appropriate time.</li> <li>3. If you feel uncomfortable, speak to the Principal or Wellbeing Teacher.</li> <li>4. If the issue is unresolved, speak with your parent(s) / caregivers.</li> </ol>	<p><u>STEPS:</u></p> <ol style="list-style-type: none"> <li>1. Contact the school via phone or School Stream messenger to arrange a time to speak with the relevant teacher(s) about the problem.</li> <li>2. Let the teacher know what you consider to be the unjust or unfair action.</li> <li>3. Allow a reasonable timeframe for the issue to be addressed – ideally within 10 working days.</li> <li>4. If the grievance is not addressed arrange a time to speak with the principal.</li> <li>5. <i>‘Raising a Complaint with the Department for Education factsheet’</i> given to every parent who raises a concern or complaint.</li> </ol>	<p><u>STEPS:</u></p> <ol style="list-style-type: none"> <li>1. If you feel safe to do so arrange a time to speak with the person concerned.</li> <li>2. If necessary, ask a colleague/line manager for support.</li> <li>3. Allow a reasonable timeframe for the issue to be addressed – ideally within 10 working days.</li> <li>4. If the grievance is not resolved, seek advice from:               <ul style="list-style-type: none"> <li>➤ Principal/line manager</li> <li>➤ If a resolution is not successful or not appropriate, refer to:                   <ul style="list-style-type: none"> <li>• <i>‘DfE Employees Complaint Procedure’</i></li> </ul> </li> </ul> </li> </ol>

**# Customer Feedback Unit (CPU) can be contacted on 1800 677 435 (free call)**

### Importantly-

- These concerns are kept confidential.
- You may wish to seek support from friends or an advocate, it is important to do so wisely.
- If discussions are within your child’s hearing, it is important that your child understands that you have confidence that the issue will be resolved confidentially at the school level.
- The school can only deal with issues that are raised in the ways outlined above, if we do not receive information, then it will be assumed that all is well.

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K:SECRETAR/PRINCIPAL/POLICIES/2023/GPS GRIEVANCE PROCEDURE 2023