



Together we thrive

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Grievance Procedure – to be ratified

Willunga Primary School's values of: Connect, Aspire, Respect and Empower underpin this procedure.

The Willunga Primary School Grievance Procedure is designed to encourage people to pass their concerns on to the appropriate person and to achieve a resolution. This procedure is for students, parents and staff to reach solutions to problems and concerns when people feel upset, harassed and hurt and they need help and support.

Clear and respectful communication, including working together to deal with concerns or complaints appropriately is important to this process.

If a person feels they cannot deal with the matter alone, then it is recommended that they seek an appropriate support person to help them. The Inclusive Education and Wellbeing staff are available as key people to help in the process. *Please contact the Front Office so you can be directed to them.*

It is expected that the 'Code of Conduct' is observed in terms of communication, courtesy, confidentiality, dignity, respect and fairness at all times.

The spirit of this procedure is to attempt to resolve conflict in a 'win/win' manner.

We are committed to:

- Supporting the right of all members of the school community to raise concerns
- Considering any concerns in a timely, confidential and impartial manner
- Resolving issues at the school in the first instance
- Ensuring meetings to discuss concerns are safe and respectful for all participants. Meetings may be suspended if any participants behave in an offensive or threatening manner.
- All members of the school community, including staff and students, have a responsibility to enact any recommendations or agreements to resolve the concern and ensure the safety and effectiveness of the learning environment

You are encouraged to attempt to resolve concerns informally in the first instance, where appropriate.

This means:

- having direct conversations
- being open to hearing the perspective of any other people involved
- making reasonable adjustments to behaviours to support a positive and professional relationship.

Taking up concerns directly with the people involved, as early as possible, provides the best opportunity to resolve the issue to move forward constructively.



Government of South Australia
Department for Education



It is not acceptable to speak inappropriately about others or the school without having raised your concerns and providing the other party with an opportunity to be aware of your grievance and to resolve your concerns.

Personal resolution may not be an option for reasons of individual sensitivity or the nature or seriousness of the complaint.

Confidentiality

Confidentiality will be maintained at all times. It is essential that all participants respect this right and ensure that information remains only with those directly involved with the concern.

Trust

A trusting relationship in which information is shared respectfully and responsibly will assist in the resolution of any concerns

| Grievance Procedures | | |
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| Parents | Staff | Students |
| <p>1. Arrange a time to meet with the appropriate staff member. It is inappropriate to enter school classrooms or offices to speak to staff about a grievance without prior arrangement. If your concern relates to a student, raise your concern with the classroom teacher. Under no circumstances can a parent address an issue directly with the student.</p> <p>2. Discuss your concern with the staff member. Be prepared to discuss the issue in a calm and open way, otherwise the discussion may be suspended for another time. Agreed actions and timeframes will be communicated at this time.</p> <p>3. Allow a reasonable timeframe for the agreed actions to be implemented and the issue to be addressed.</p> <p>4. If the grievance is not resolved, arrange a time to speak with the Principal or a member of the site Leadership team. The Principal or Leadership team member will provide a timeframe for resolution, investigate the issue, document your concerns in the site Complaints Register and communicate any resolution to you by the agreed timeframe</p> <p>5. If you are unable to resolve the issue following discussion with the Principal or site leadership team member, you may discuss your concerns with the Customer Feedback Unit on 1800 677 435.</p> | <p>1. Arrange a time to speak to the person concerned.</p> <p>2. Allow a reasonable time for the issue to be addressed.</p> <p>3. If the issue is not resolved, speak to your Line Manager, or if not appropriate, then another member of the Leadership team. Depending on the issue, your Line manager or the may assess the complaint, clarify issues and desired outcomes, facilitate discussions, document your concerns and/or refer the concern to an appropriate external agency.</p> <p>4. If the issue is not resolved, arrange a time to speak with the Education Director.</p> | <p>1. Talk to the person about the problem.</p> <p>2. If the problem continues, talk to your teacher or another staff member about the problem.</p> <p>3. If the problem still continues, speak to your parent, caregiver or another trusted adult. If the problem continues you and/or your parent need to raise the issue with the Principal or a member of the Leadership team.</p> |

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