WHYALLA TOWN PRIMARY SCHOOL  
GRIEVANCE PROCEDURE  
PARENTS/CAREGIVERS

Rationale
- Good relationships with the school community are desirable and give children a greater chance of success at school. However in the event of a grievance, the following guidelines need to be followed.

Aims
- To resolve grievances effectively and respectfully.

Implementation
All grievance resolution meetings will be conducted in a fair and respectful manner. Meetings will be suspended if any person(s) behaviour is insulting, aggressive or offensive manner.

PARENT(S)/CAREGIVER with a grievance should

STEP 1.
- Let the person/s know what you consider to be the grievance by outlining the nature of the grievance.
- Arrange a time to meet with the relevant staff member about the grievance.
- PLEASE DO NOT enter classrooms or offices about grievances without prior arrangement.
- Allow a reasonable timeframe for the issue to be addressed

STEP 2
- If the grievance is not addressed let the person know you will be speaking to someone else.
- Arrange a time to speak to the school Principal
- Where practicable we aim to resolve the grievance within 15 working days.

STEP 3
- If you are still dissatisfied, please arrange a time to discuss the issue with the Regional Director or Assistant Regional Director at the Whyalla DECD office located on 115 Nicolson Avenue - phone 86456568
- If you are still dissatisfied you may wish to direct concerns at the state level by contacting the DECD Parent Complaint Unit 1800 677435

Parents with a grievance about School Policy should:
Arrange a meeting time with the Principal to discuss your concern
Allow reasonable timeframe for issue to be addressed
If you are still unhappy arrange a time to resolve the issue with Regional Director or Assistant Regional Director – please phone the Whyalla Regional Office: 86456568

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