

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**

Reviewed on April 2012 Next Review 2015