



GRIEVANCE PROCEDURES

At Hackham East Schools we believe that good relationships between the school and its community give children a greater chance of success.

When grievances and problems arise, they are deal with through this policy based on our school values which include Friendliness, Good Manners and Tolerance.

It is essential that parents/caregivers do not directly approach students with any concerns. Student matters must be followed up through staff.

Principles of our policy.

- Everyone should be treated with respect.
- It is everyone's responsibility to offer to support an aggrieved person to follow these procedures.
- Meetings to discuss grievances should be suspended if any person(s) behave in an insulting or offensive manner.

If you have a grievance or concern, please follow the following steps:

STUDENTS	PARENTS	STAFF	VOLUNTEERS
<p>STEPS:-</p> <ol style="list-style-type: none"> 1. talk to the person about the problem. 2. Share your concern with a friend you trust 3. talk to a Grievance Contact Person or another teacher / S.S.O. who you trust about the problem at an appropriate time. 4. if issue unresolved speak to your parent(s) caregivers. 5. Your parents will speak with the Principal 	<p>STEPS:-</p> <ol style="list-style-type: none"> 1. arrange a time to speak to the relevant teacher(s)/leader about the problem and complete the Grievance Report. 2. Please Do Not enter school classrooms or offices about a major grievance to see staff without an appointment. 3. let the teacher know what you consider to be unjust or unfair action. 4. allow reasonable timeframe for issue to be addressed. 5. if the grievance is not addressed arrange a time to speak with the Principal. 6. if you are still unhappy, please arrange a time to resolve the issue with Education Director. 	<p>STEPS:-</p> <ol style="list-style-type: none"> 1. are encouraged to arrange a time to speak to the person concerned with a support person if needed and complete the Grievance Report. 2. Allow reasonable time for issue to be addressed. 3. if the grievance is not addressed, either speak to - <ul style="list-style-type: none"> • your Line Manager • a nominated grievance contact person • H&S rep • Union rep. <p>And/or</p> <ul style="list-style-type: none"> • Complete an ED155 <p><i>(Ask their support in addressing the grievance by - speaking to the person involved on your behalf - acting as a mediator in a meeting.)</i></p> <ol style="list-style-type: none"> 4. If you are unhappy arrange a time to speak to the Education Director. 	<p>STEPS:-</p> <ol style="list-style-type: none"> 1. arrange a time to speak to the relevant person(s) about the problem and complete the Grievance Report. 2. Please Do Not enter school classrooms or offices about a major grievance to see staff without an appointment. 3. if the grievance is not resolved, arrange a time to speak with the line manager who oversees the area in which you volunteer 4. allow reasonable timeframe for issue to be addressed. 5. if the grievance is not resolved, arrange a time to speak with the Principal. 6. if you are still unhappy, please arrange a time to resolve the issue with Education Director.

Note: Parent(s) with a grievance about School Policy:

- arrange a meeting time with the Principal to discuss your concern.
- Allow reasonable time frame for issue to be addressed.
- If you are still unhappy arrange a time to resolve the issue with the Education Director 8207 3700 or the Parent Complaint Hotline 1800 677 435.

Employee Conduct resources can be found at <https://myintranet.learnlink.sa.edu.au/hr/working-in-decd/employment-conditions1/staff-conduct/employee-conduct>

Employee Complaint Resolution resources can be found at <https://myintranet.learnlink.sa.edu.au/hr/working-in-decd/employment-conditions1/staff-conduct/resolving-complaints-and-requesting-reviews>

Grievance Report

Date of meeting	
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Present at meeting	
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Name of Person/s with Grievance	
Name of Person/s to whom spoken	

Grievance/Issue

Record of conversation

Outcome/Action

Signed _____

Name _____

Signed _____

Name _____

Signed _____

Name _____

Signed _____

Name _____

Copies to all in attendance and line manager

Version 1.9

Date reviewed and ratified 22.9.15