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 dealt 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:

<table>
<thead>
<tr>
<th>STUDENTS</th>
<th>PARENTS</th>
<th>STAFF</th>
<th>VOLUNTEERS</th>
</tr>
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<tbody>
<tr>
<td>STEPS:-</td>
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<tr>
<td>1. talk to the person about the problem.</td>
<td>1. arrange a time to speak to the relevant teacher(s)/leader about the problem and complete the Grievance Report.</td>
<td>1. are encouraged to arrange a time to speak to the person concerned with a support person if needed and complete the Grievance Report.</td>
<td>1. arrange a time to speak to the relevant person(s) about the problem and complete the Grievance Report.</td>
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<tr>
<td>2. Share your concern with a friend you trust</td>
<td>2. Please Do Not enter school classrooms or offices about a major grievance to see staff without an appointment.</td>
<td>2. Allow reasonable time for issue to be addressed.</td>
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</tbody>
</table>
| 3. talk to a Grievance Contact Person or another teacher / S.S.O. who you trust about the problem at an appropriate time. | 3. let the teacher know what you consider to be unjust or unfair action. | 3. if the grievance is not addressed, either speak to -  
  • your Line Manager  
  • a nominated grievance contact person  
  • H&S rep  
  • Union rep. And/or  
  • Complete an ED155  
  (Ask their support in addressing the grievance by speaking to the person involved on your behalf - acting as a mediator in a meeting.) | 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. if issue unresolved speak to your parent(s) caregivers. | 4. allow reasonable timeframe for issue to be addressed. | 4. allow reasonable timeframe for issue to be addressed. | 4. allow reasonable timeframe for issue to be addressed. |
| 5. Your parents will speak with the Principal | 5. if the grievance is not addressed arrange a time to speak with the Principal. | 5. if the grievance is not resolved, arrange a time to speak with the line manager who oversees the area in which you volunteer | 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. | 6. if you are still unhappy, please arrange a time to resolve the issue with Education Director. | 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

Present at meeting

Name of Person/s with Grievance
Name of Person/s to whom spoken

Grievance/Issue

Record of conversation

Outcome/Action

Signed __________________________  Signed __________________________
Name __________________________  Name __________________________
Signed __________________________  Signed __________________________
Name __________________________  Name __________________________

Copies to all in attendance and line manage

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