

Old Noarlunga Primary School

Grievance Procedure

Providing a safe and effective learning environment for children depends on positive working relationships between all school community members. Clear and respectful communication, including working together to deal with concerns or complaints appropriately is important to this process.

Old Noarlunga Primary School's values of Respect, Responsibility, Courage and Tenacity and Sustainability underpin this policy and procedure. With these values as our foundation, we are committed to:

- The safety and wellbeing of all students and staff
- A safe and effective learning environment for all
- 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 issues 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

Confidentiality

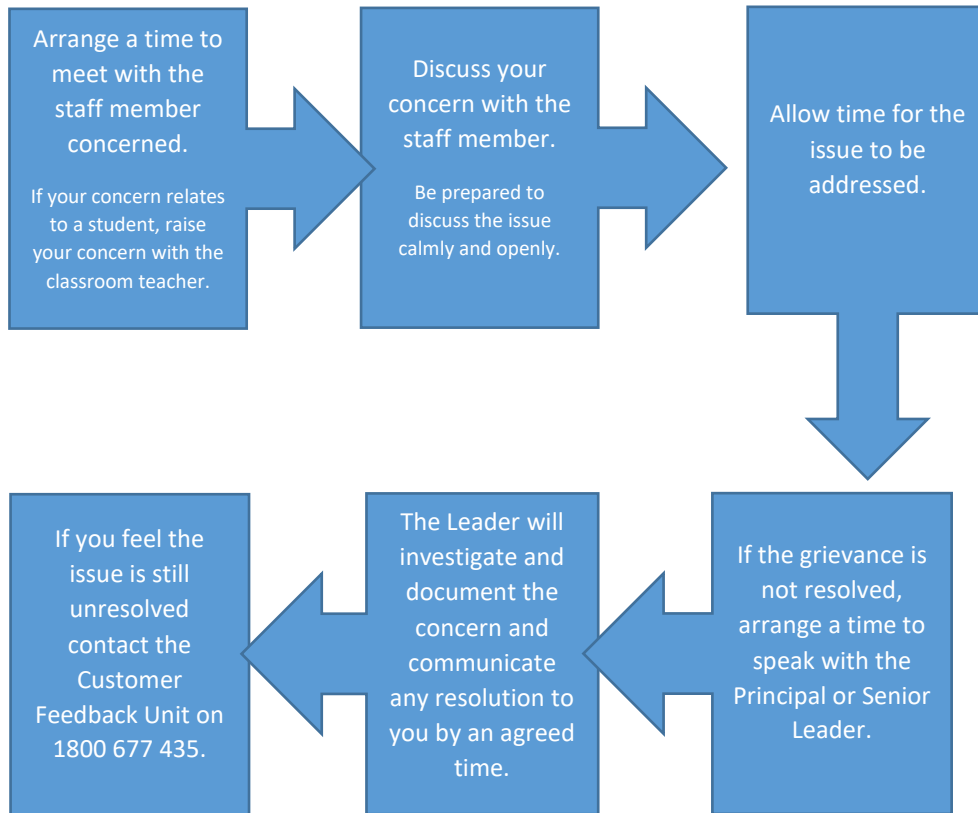
Confidentiality will be maintained at all times. It is essential that all participants respect this right and ensure that information remains only with those directly involved with the concern.

Trust

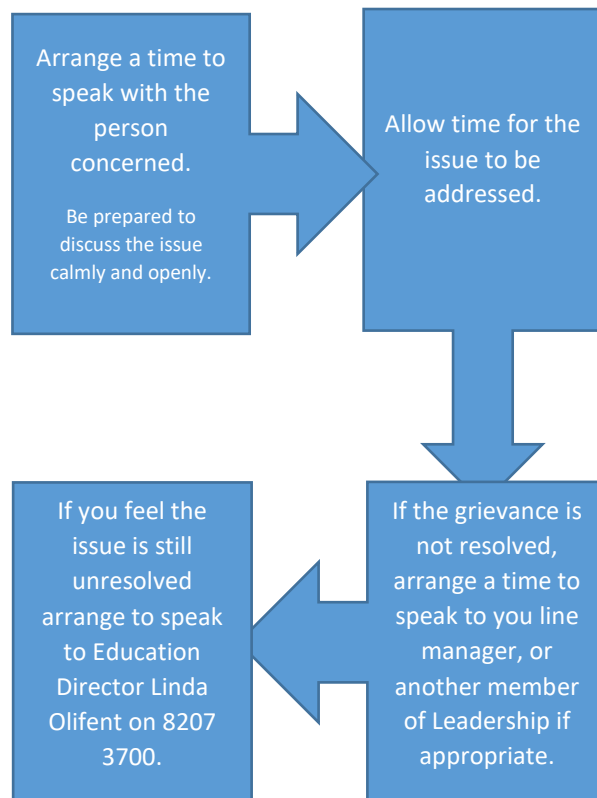
A trusting relationship in which information is shared respectfully and responsibly will assist in the resolution of any concerns.

Grievance Procedures		
Parents	Staff	Students
<ol style="list-style-type: none"> 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. 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. 3. Allow a reasonable timeframe for the agreed actions to be implemented and the issue to be addressed. 4. If the grievance is not resolved, arrange a time to speak with the Principal or Senior Leader. The Principal or Senior Leader 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 5. If you are unable to resolve the issue following discussion with the Principal or Senior Leader you may discuss your concerns with the Customer Feedback Unit on 1800 677 435. 	<ol style="list-style-type: none"> 1. Arrange a time to speak to the person concerned. 2. Allow a reasonable time for the issue to be addressed. 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 Complaint Manager may assess the complaint, clarify issues and desired outcomes, facilitate discussions, document your concerns and/or refer the concern to an appropriate external agency. 4. If the issues is not resolved, arrange a time to speak with the Education Director Linda Olifent 8207 3700. 	<ol style="list-style-type: none"> 1. Talk to the person about the problem. 2. If the problem continues, talk to your teacher or another staff member about the problem. You may elect to complete a Bully Report Form available in the front office. This is an opportunity for you to write down the issue and return the completed form to the Front Office or to the Bully box, also available in the Front Office. 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 a member of the Leadership team.

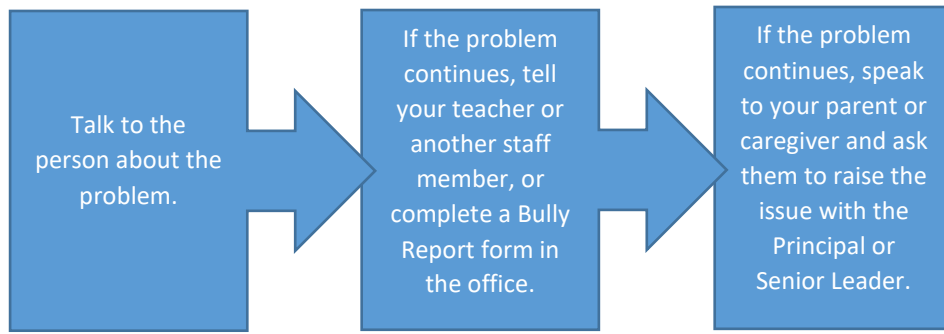
Procedure for Parents to raise a concern or grievance



Procedure for staff to raise a concern or grievance



Procedure for students to raise a concern or grievance



May 2020