



Grievance Policy and Procedure

Rationale

Positive relationships within the school community give children a greater chance of having a successful educational experience. It is important students, staff and parents work together in solving any issue or concern that may arise. In the event of a grievance/complaint the following procedures should be used.

Scope

Principles of our procedures:

- Everyone should be treated with respect;
- Issues or concerns at school with other students or parents need to be resolved through the school;
- It is never appropriate anytime at school for a parent to directly approach a child/ren or their parent/s over a concern or issue even if the concern or issue is not school related;
- Meetings to discuss grievances/complaints will be suspended if any person behaves in a disrespectful or offensive manner

You can assist in the resolution of the grievance/complaint by:

- Addressing the issue, rather than trying to ignore it;
- Stating your concern/s clearly and objectively, giving specific instances where appropriate;
- Seeking a solution that attempts to meet the needs of all those concerned.

Our commitment when a grievance/complaint is raised:

- We will listen to the concerns with an open mind and seek to understand;
- We will maintain confidentiality;
- We will investigate any relevant issues carefully;
- We will be committed to resolving the grievance/complaint in a respectful manner striving to be as fair as possible;
- We will attempt to communicate clearly, sensitively and objectively;
- We will establish timelines for actions and review for any resolution (if required).

Procedure

We recommend documenting your concerns to clarify and ensure your concerns are resolved appropriately. It might be useful to complete the Site Complaint record* and to use the guiding questions below to support you:

- What happened?
- Who was involved? Students or staff
- What did you do about it?
- Who have you spoken to?



Students	Parents	Teachers
<p>1. Talk to someone about your concern. It could be:</p> <ul style="list-style-type: none"> · The person/s involved · A teacher · An SSO · Another staff member · Your parent/s or carer <p>2. If you feel uncomfortable, speak to someone who you feel comfortable with.</p> <p>3. Keep persisting until you feel someone is listening and will help you.</p> <p>Consider our School Values and 5-Step Approach to help resolve conflict.</p> <p>BE KIND, BE BRAVE, BE YOUR BEST.</p> <p>1) Get Perspective - What's actually happened? 2) Look in the mirror - How have I contributed? 3) Communicate clearly - This is how I feel. 4) Listen to all perspectives - Attentive Listening, Paraphrasing. 5) Change - What can we all do together to resolve the issue?</p>	<p>1. Arrange a time to speak to the relevant teacher(s) about the grievance / complaint.</p> <p>2. Please do not enter school classrooms about a major grievance/complaint without prior arrangement.</p> <p>3. Let the teacher know what you consider to be the issue.</p> <p>4. Allow a reasonable agreed time frame for the issue to be addressed and negotiate and discuss this at the initial meeting.</p> <p>5. If the grievance/complaint is not addressed to your satisfaction, please contact the front office to arrange a time to meet with a member of our leadership team.</p> <p>6. If required, follow up meetings can be arranged with the Principal. If the issue is not resolved within a reasonable time you can contact the DfE Education Director responsible for Kilkenny Primary School based at the Flinders Park Office on 8416 7333.</p>	<p>1. Arrange a time to speak to the person concerned.</p> <p>2. Allow reasonable agreed time for the issue to be addressed.</p> <p>3. If the grievance/complaint is not resolved, speak to your Line Manager or Principal. Complete the Site Concern Record and provide prior to your appointment.</p> <p>Ask for your Line Manager or Principal's support in addressing the grievance / complaint by perhaps:</p> <ul style="list-style-type: none"> · speaking to the person(s) involved on your behalf · investigating your concern · monitoring the situation <p>And/or speak to a nominated grievance/complaint contact:</p> <ul style="list-style-type: none"> · WHS Representative · PAC (Personnel Advisory Committee) · AEU Union Representative <p>Ask for their support in addressing the grievance / complaint by perhaps:</p> <ul style="list-style-type: none"> · acting as a mediator · Taking notes of meetings <p>If the grievance/complaint is not addressed to your satisfaction, follow up meetings can be arranged with the Principal or member of Leadership. Complete the Site Concern Record and provide prior to your appointment. If the issue is not resolved within a reasonable time you can contact the DfE Education Director responsible for Kilkenny Primary School based at the Flinders Park Office on 8416 7333.</p>

Roles and Responsibilities

Employees:

Employees have a responsibility to:

- ensure that they are familiar with the Complaint Resolution for Employees Policy and Procedure and understand their own responsibilities with respect to them,
- maintain their own safety and welfare while not adversely affecting the safety and welfare of others,
- identify the reasons for a complaint and their expectations regarding an outcome,
- actively participate in the resolution of a complaint with a view to minimising detrimental impact on working relationships

Line Managers:

Line managers have a responsibility to:

- ensure all employees for whom they are responsible receive information and appropriate training regarding the application of the Complaint Resolution for Employees Policy and Procedure;
- ensure compliance with the department's Complaint Resolution for Employees Policy and Procedure by treating all complaints seriously, and taking action promptly and sensitively to facilitate resolution while ensuring confidentiality is maintained at all times;

- refer employees, where appropriate, to support personnel available through the department by giving the names and roles of the relevant DECS officers who can provide information about the complaint resolution process and an appropriate Complaint Manager for lodgement of a complaint;
- ensure that systemic changes identified through the complaint resolution process are referred to the appropriate DECS officer for implementation to achieve organisational improvement.

Personnel Advisory Committee:

The PAC has a responsibility to:

- provide advice to the Principal in relation to dispute resolution as detailed in Clause 13 of the SA Education Staff (Government, Preschools, Schools and TAFE) Certified Agreement 2005,
- ensure complaints lodged with the PAC are in writing and clearly outline the particular concern,
- consider complaints concerning the following issues: internal selection, job and person specifications, management of class organisation and teaching load, staffing conversions, training and development priorities, the implementation of the department's part-time policy, flexible initiatives resourcing, required placement, and complaints related to these matters.