



At Robertstown Primary School, we are committed to providing a safe, respectful, and inclusive environment where students, staff, and families thrive. Guided by our values of **Respect, Pride and Success**, our grievance procedure supports open and collaborative relationships.

We recognise that concerns may arise, and we view these moments as opportunities for growth. By encouraging calm, respectful dialogue, we aim to resolve issues fairly and inclusively, ensuring all voices are heard.

In most cases, we recommend starting by discussing the concern directly with the person involved. If further support is needed, clear steps are available to ensure matters are resolved promptly and respectfully.

If you have a concern or problem, we want to work together to help you resolve it in a positive and fair way.

The steps below will guide you:

Students	Staff	Families
<p>Talk to the person involved Calmly speak to the person about your concern. Explain how you feel and what happened. Many problems can be solved by talking openly and respectfully.</p> <p>Speak to your teacher or the pastoral Support Worker If your concern isn't resolved, share it with your teacher or the Pastoral Support Worker. Talk about the facts clearly and in detail so they understand what's happened. Together decide on a plan for how to move forward.</p> <p>Talk to the Principal If the concern is still not resolved, speak to the principal. The principal will bring everyone involved together to find a fair solution. They will use a restorative approach and may consider the school's behaviour management practices, anti-bullying policy, and SEE (Social and Emotional Education) procedures to help resolve the situation.</p> <p>Remember, we are here to support you and make sure your voice is heard. By working together respectfully and calmly, we can find a solution that works for everyone.</p>	<p>Speak to the person involved Arrange a time to meet and discuss the concern calmly and professionally.</p> <p>Discuss with the principal If the issue is not resolved, raise the concern with the principal and seek support in addressing the matter.</p> <p>Seek additional support from the principal If the issue remains unresolved, bring it to the principal again and work together to explore further options for resolution.</p> <p>Contact the Education Director or AEU If the issue is still not resolved, seek advice and assistance by: <ul style="list-style-type: none"> - Contacting the Education Director, Tanya Oshinsky, on 85220900. - Reaching out to the AEU for support. If your grievance is with the principal, contact Tanya Oshinsky, directly on 85220900. </p> <p>This process ensures concerns are addressed through respectful and solution-focused steps, with additional support when needed.</p>	<p>Talk to the person involved Start by speaking directly with the staff member concerned. If you're unable to connect with them, contact school administration to organise a time for the staff member to speak with you.</p> <p>Provide details and make a plan Share clear details about your concern and work together with the staff member to come up with a plan to address the issue.</p> <p>Meet with the principal If the concern is not resolved, organise a meeting with the principal. Let them know what you want to discuss so they can help plan for a resolution.</p> <p>Re-raise your concerns with the principal If the issue remains unresolved, phone or write to the principal to re-raise your concerns so further steps can be considered.</p> <p>Contact the Department's Customer Feedback Line If the concern is still not resolved after these steps, you can contact the Department's Customer Feedback Line on 1800677435 for further advice and assistance.</p> <p>Important: All issues involving students need to be addressed through staff, not directly with the student concerned.</p> <p>This process is designed to ensure respectful and productive communication while prioritising the best outcomes for</p>