

Grievance Procedure

This Suttontown Primary School Grievance Procedure provides a structured process to help people resolve concerns or disagreements at school. It makes sure that everyone is treated fairly and can talk about their concerns in a clear and organised way. It helps maintain a positive school environment by supporting people to voice concerns and seek resolutions in a structured way.

Principles of our policy:

- Everyone has the right to be treated with respect and courtesy.
- Everyone has the right to raise concerns and complaints and be supported to do so.
- Wherever possible, complaints should be resolved with the person concerned first.
- Concerns will be considered in a confidential, timely and fair manner.

STUDENTS with a grievance should	PARENTS/CAREGIVERS with a grievance should	STAFF with a grievance should
<p>Step 1: Talk about the problem with the person involved at an appropriate time. Use problem solving strategies e.g. "I don't like it when... I would like you to stop... If you don't stop, I will have to ask a teacher to help..."</p> <p>Step 2: If the problem continues see the class or yard teacher immediately so they may help you resolve the issue. Parents/Caregivers may be notified depending on the level of the grievance.</p> <p>Step 3: If the problem remains, talk to someone you feel comfortable with. Talk to another teacher, the Principal or an SSO and/or your parents about the problem at an appropriate time.</p> <p>Step 4: If the issue is still unresolved, Parents/Caregivers and the classroom teacher or Principal will work together to develop strategies to solve it.</p>	<p>Step 1: Talk to the staff member that is directly involved, e.g., class teachers or front office personnel, at an appropriate time. An appointment may be needed. Discuss the question or concern, stating the problem clearly and objectively. It is not appropriate to approach other students about the problem. If it is not fully resolved, tell the person you are still unhappy with the result and discuss and clarify the situation again.</p> <p>Step 2: If the grievance is not resolved, arrange a time to speak to the Principal about your concern</p> <p>Step 3: Raise your concern with the Department for Education's Customer Feedback Unit by phoning 1800 677 435 (Free call) or submit an online feedback and complaints form. The Feedback Unit will assess your complaint and decide what action is needed.</p> <p>Step 4: If your complaint is still unresolved, you may choose to seek independent advice from the Ombudsman SA by phoning 1800 182 150 (Free call) or emailing ombudsman@ombudsman.sa.gov.au. Visit What can I complain about? to find out what types of complaints they can help with.</p>	<p>Step 1: Talk to the staff member directly concerned about the problem at an appropriate time. Discuss the question or concern with the person involved stating the problem clearly and objectively. Be open to hearing the perspective of any other people involved. Make reasonable adjustments to behaviour to support a positive and professional relationship.</p> <p>Step 2: If the grievance is not resolved, speak to –</p> <ul style="list-style-type: none"> • The Principal • A nominated grievance contact ie WHS Representative, Union Representative, PAC Member <p>Ask their support in addressing the grievance by:</p> <ul style="list-style-type: none"> • Speaking to the person involved on your behalf • Monitoring the situation • Investigating your concern • Acting as a mediator <p>Step 3: If the grievance is not resolved, follow the steps in the Employee Complaints Procedure.</p>