

Updated: September 2025

GRIEVANCE PROCEDURES – SCHOOL COMMUNITY

OVERVIEW

At Salisbury East High School, we believe that parents/carers, staff, and students are partners in every child's education. Open, two-way communication between these groups is essential to ensuring that students are supported to achieve their full potential.

To uphold this, we are committed to a clear and accessible grievance procedure. This process allows parents/carers, students, and staff to raise concerns or complaints with confidence, knowing that they will be listened to and responded to in an appropriate and timely manner.

GUIDING PRINCIPLES

Our procedures are underpinned by the following principles, with the safety of children always being the first priority:

- All persons in the Salisbury East High School community, including students, parents, employees and volunteers, have the right to be treated with respect and courtesy in accordance with the school's values. Meetings to discuss grievances will be suspended if any person(s) behave(s) in an insulting, disrespectful, or offensive manner.
- Parents/carers have the right to raise concerns and make enquiries or complaints about any aspect of school life.
- Information about how, where and to whom complaints can be made are listed in these accessible procedures.
- Complaints should be acknowledged and addressed promptly within agreed timelines. They should be assessed objectively and without bias using principles of natural justice.
- The rights and responsibilities of all parties should be considered and balanced in finding a mutually acceptable outcome to complaints.
- The confidentiality of all parties should be maintained.

PROCEDURES

The following procedures are designed to assist in the resolution of student, parent/carer and staff grievances.

Students	Parents/Carers	Staff
Step 1: Think Think about the grievance and consider if you need to do something about it.	Step 1: Think Think about the grievance and consider if you need to do something about it.	Step 1: Think Think about the grievance and consider if you need to do something about it.
Step 2: Do Something Make a time to discuss the problem and speak with the person. 1. Tell the other person how you feel. 2. Ask them to help change the problem.	Step 2: Do Something <ul style="list-style-type: none"> • Contact the school on 8258-2070 to speak with the staff member(s) involved or alternatively make an appointment to discuss the issue. Please inform the staff member of the issue prior to the meeting so that they can provide the appropriate information when you meet (you may wish to have a support person present). • Discuss your grievance and attempt to resolve the issue. • If you feel that the issue has not been satisfactorily resolved, make an appointment with a member of the school's leadership team. <p>Following that, if you still feel your issue has not been satisfactorily resolved, make an appointment to speak with the Principal or Deputy Principal.</p>	Step 2: Do Something <ul style="list-style-type: none"> • Arrange a time to speak to the person concerned. • Allow reasonable time for the issue to be addressed. <p>Following that, if you still feel your issue has not been satisfactorily resolved, contact:</p> <ul style="list-style-type: none"> • Your Line Manager. • A nominated grievance contact. • WHS Representative. • AEU Representative. • PAC (if appropriate). • Principal. • Deputy Principal. <p>Ask for 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.
Step 3: Seek further support Talk it over with someone you trust, such as: <ul style="list-style-type: none"> • Your friends. • Your parent/carer. • Student Voice representative. • A teacher. • A Wellbeing Leader. • A Youth Worker. • Another trusted adult. Make a plan with this supporter to address your concerns.	Step 3: Seek further support Should this issue still not be satisfactorily resolved, then contact the Education Director (Para Hills Office) on 8314-4042. Following that, you may contact the DfE Customer Feedback Team on 1800-677435.	Step 3: Seek further support Should this issue still not be satisfactorily resolved, then contact the Education Director (Para Hills Office) on 8314-4042 or, if you are a union member, the AEU on 8172-6300. <i>Please note: staff grievance procedures are subject to industrial agreements.</i>

STAFF RESPONSIBILITIES

Our staff will follow-up a direct complaint made about their work by:

- Listening to the complainant.
- Considering relevant legislation, DfE policy and guidelines and school procedures, and/or seek advice/support.
- Apologising for any situation that may have caused distress.
- Identifying and discussing possible courses of action and a timeline that could resolve the complaint as soon as reasonably possible (within five working days).
- Following up on actions and ensuring the complainant is notified of the strategies implemented.
- Documenting the complaint, progress and outcome.
- If appropriate, referring the matter to the appropriate line manager.
- If appropriate, undertaking conflict resolution training.

Our staff will follow-up a complaint made about another staff member or an issue outside of their responsibility by:

- Directing to (or discussing with the complainant) the school's complaint procedures.
- Assisting, if required, the complainant with making a complaint.
- Referring the complainant to the appropriate line manager.

The Principal will:

- Acknowledge receipt of the complaint as soon as reasonably possible.
- Listen to the complainant.
- Determine if support needs to be provided to the complainant while the complaint is considered.
- Consider relevant legislation, DfE policy/ guidelines, school procedures, and/or seek advice.
- Investigate, consider and determine the most appropriate way to resolve the issue fairly and promptly including negotiations between parties.
- Inform all parties if there has been a delay in the process.
- Document the complaint process and outcome.
- Communicate the outcome to the parties involved verbally.

Please note:

- Interpreters and the Aboriginal Education Leader (and AETs) are available to assist parents in communicating with us. Please contact the Front Office for assistance.
- Any written or verbal complaints that contain personal abuse, inflammatory statements, and comments of a threatening nature or intended to intimidate will not be addressed and the parent/carer will be advised accordingly.

- If at any point during the complaint management process a party engages legal representation, then the process will be stopped until advice can be sought from DfE Legal Services.

ADDITIONAL INFORMATION

Scope of these procedures:

These procedures apply to parent, student and staff concerns and complaints in relation to Salisbury East High School. These procedures do not apply to matters where there are legislated requirements or existing policies and processes of appeal, such as:

- Concerns and allegations of misconduct by staff, volunteers and service providers (criminal matters, child protection, corruption, etc.).
- Employee disputes and grievances.
- Complaints or appeals relating to student suspension and expulsion.
- Duty of care or mandatory reporting responsibilities.
- Occupational Health, Safety and Welfare related issues.
- Health support planning.

In the event the complainant is not satisfied with the response from the school, Education Director or DfE Complaints Unit, then a formal review will be offered.

Requesting your identity to remain confidential:

Parents may request that their identity remain confidential when making a complaint. In this situation, every effort will be made to keep the parent's identity confidential, but this may limit options for negotiating a resolution. For example, an apology is unlikely to be forthcoming if the identity of the complainant is not known.

These circumstances also raise issues in relation to procedural fairness for those who have a complaint made about them as they have a right to know the particulars of the complaint. While every effort will be made to comply with a request to keep the parent's/carer's identity confidential, Freedom of Information requirements may result in a parent's/carer's identity becoming known.

More information about confidentiality in the complaint management process is detailed in the [DfE Complaint Management Policy](#).

Anonymous complaints:

Salisbury East High School will assess every complaint that is made. The extent to which an anonymous complaint can be investigated may be limited, as school staff cannot liaise with the parent about the complaint.

Anonymous complaints also raise issues in relation to natural justice for those who have a complaint made about them as they have a right to know the particulars of the complaint. Subsequent feedback to the complainant may also not be possible.

The Principal will determine to what extent the complaint will be investigated. Where the complaint is in relation to a Principal, the Education Director will make the determination.

Possible approaches that may be used to resolve a parent complaint:

- An acknowledgement that the complaint is valid and is worthy of investigation.
- Identification of areas of agreement between the parties involved.
- Opportunities for all parties involved to express their concerns, explain their point of view and clarify any misunderstandings (this may involve employing an interpreter if required/requested).
- An opportunity for an apology to be made by any of the parties involved for any behaviour/actions that may have caused distress to another party.
- An acknowledgement that the situation could have been better handled (this does not constitute an admission of negligence).
- Recognition that the situation presents an opportunity for changes or alternate arrangements to be made to resolve the complaint.
- Discussion with the parties about the steps that will be taken to ensure that the event complained about will not reoccur.
- An undertaking to review school policy, procedures or practices.

For more information, see [Department for Education \(DfE\) Feedback and Complaints](#).