Policy

Grievance Policy

Please note this policy is mandatory and staff are required to adhere to the content

Summary

The staff at Keith Area School are committed to providing the best possible educational outcomes for our students. For this to occur it is imperative that positive working relationships exist between all school community members. Clear lines of communication including a defined process for dealing with issues of concern contribute to this process.

Table 1 - Document details

<table>
<thead>
<tr>
<th>Publication date</th>
<th>16/06/2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Version</td>
<td>1</td>
</tr>
<tr>
<td>Applies to</td>
<td>Staff, Parents, Students</td>
</tr>
<tr>
<td>Approved by</td>
<td>Tobias O’Connor</td>
</tr>
<tr>
<td>Approval date</td>
<td>16/06/2016</td>
</tr>
<tr>
<td>Review date</td>
<td>16/06/2018</td>
</tr>
</tbody>
</table>
Table of Contents

Policy ............................................................................................................................. 1

Grievance Policy .......................................................................................................... 1

Summary .......................................................................................................................... 1

   Table 1 - Document details .......................................................................................... 1

Table of Contents ........................................................................................................... 2

1. Title ............................................................................................................................... 3

2. Purpose .......................................................................................................................... 3

3. Scope ............................................................................................................................. 3

4. Policy detail .................................................................................................................... 3

5. Roles and responsibilities ............................................................................................. 4

6. Monitoring, evaluation and review ............................................................................... 5

7. Supporting documents ................................................................................................. 5
1. Title
   - Grievance Policy

2. Purpose
   - The staff at Keith Area School are committed to providing the best possible educational outcomes for our students. For this to occur it is imperative that positive working relationships exist between all school community members. Clear lines of communication including a defined process for dealing with issues of concern contribute to this process.

3. Scope
   - The following grievance procedures are provided to support staff, students, parents and the community to resolve concerns.
   - They should enhance the school environment and impact upon the learning outcomes for students.
   - Confidentiality will be maintained at all times. It is essential that all parties involved respect this right and ensure that information remains only with those directly involved in this issue.
   - A trusting relationship between all involved is necessary if grievances are to be resolved as effectively as possible.
   - Change can cause anxiety – It is important that we work through concerns and conflicts to see change as a positive step.

4. Policy detail

   For Students:

   When you have a problem or difficulty:
   1. Talk to the person about the problem.
   2. Talk to a trusted friend or parent.
   3. Talk to a teacher or SSO about the problem at an appropriate time.
   4. Make a time to speak to the Wellbeing Coordinator about the problem or to a staff member who you feel comfortable talking to.
   5. If the problem still persists ask to talk to the Primary or Secondary Leader or Deputy Principal or Principal. Make an appointment at the Front Office.
For Parents/Caregivers:

1. Arrange a time to speak to the relevant teacher(s) about the problem as a first course of action. Let the teacher know what you consider to be the issue. Make a mutually appropriate time to discuss the concern. Please note: It is not appropriate to use class or learning time.
2. Allow a reasonable timeframe for the issue to be addressed.
3. If the grievance is not addressed and you have unsuccessfully requested feedback, arrange a time to speak with relevant Sub School Leader then Deputy Principal or Principal. Explain that you wish to discuss a grievance when making the appointment – this allows for follow-up and information gathering.
4. If you are unhappy with the outcome, please arrange a time to discuss the issue with the District Director at the Murray Bridge Regional Office on 8532 0725.

Please make an appointment to discuss a major grievance. Prior arrangements ensure that adequate time can be allocated to the issue.

If you as a parent/caregiver have a dispute with another student, please talk to a staff member about the issue and he/she will help to resolve the issue. It is inappropriate for parents to discipline other students in the school grounds.

For Staff:

1. Critically reflect – share with your critical friend to see if your concerns are valid? Writing down your thoughts might clarify the situation.
2. Arrange a time to speak to the person concerned if you still feel the need to pursue the matter after an appropriate reflection time.
3. If the grievance is not resolved speak to your Principal or Line Manager, or a nominated contact for grievances in the school – OHS&W Rep, Union Rep, PAC or DECD Personnel Counsellor.
4. Seek support from the nominated contact or critical friend in addressing the grievance by:
   - Acting as a support person throughout the grievance meeting
   - Speaking to the person involved on your behalf and/or
   - Monitoring the situation and/or
   - Investigating your concern and/or
   - Acting as a mediator
5. If the issue is not resolved within a reasonable time then arrange a time to speak to the Principal (or if not appropriate) speak to the District Director at the Murray Bridge Regional Office on 8532 0725.

5. Roles and responsibilities

- It is up to staff, parents and students to work through the Grievance Policy for the best possible outcome.
- Everyone should be treated with respect. Meetings to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner.
6. Monitoring, evaluation and review

- The Grievance Policy will be reviewed every two years by the Principal and will be taken to the Governing Council for ratification.

7. Supporting documents

- Parent guide to raising a concern or a complaint.
Education and quality care are vital for your child’s success

We are committed to delivering high quality education and care. Working with you to resolve any concerns or complaints is a key part of how we will deliver on this commitment.

But we recognize that sometimes things go wrong and you may feel that your expectations for your child are not being met. If you have an unresolved issue or a complaint, then you are encouraged to raise it. It is important to work together, talk, listen and find solutions so that we can improve your child’s experience and learning and improve our services to the community.

While this guide aims to help you raise concerns, keep in mind that we also welcome your positive feedback and compliments which can sometimes be overlooked in our busy lives.

Use this guide to help you think about what you are concerned about and how to resolve the matter respectfully and effectively.

About concerns or complaints

A complaint may be made by a parent if they think that the school has, for example:

- done something wrong
- failed to do something it should have done
- acted unfairly or inappropriately.

Your concern or complaint may be about:

- the type, level or quality of services
- the behaviour and decision of staff
- a policy, procedure or practice.

Sometimes a complaint is about something we have to do because of state or federal law. In such cases we are able to talk to you about the matter and help you understand the requirements and why they exist.

What to do if you have a complaint

So that we can all work together to get the best outcome for your child, there are some simple steps to keep in mind if you have a complaint about public education and care.

Keep in mind that you are welcome to contact the Department for Education and Child Development’s Parent Complaint Unit hotline on 1800 077 430 at any time for advice or advice.

Stage 1 – Talk to the school

The school or preschool should always be your first point of contact. Find an appropriate time to talk to your child’s class teacher or other relevant staff member (counsellor, year level coordinator) to discuss your concern or complaint. The school front office may be able to arrange a time for you to meet with the teacher or have a discussion over the phone.

If your concern is about a teacher then you may prefer to talk to the principal or director. If your complaint involves the principal or director, then contact your local cooperation office of the Department for Education and Child Development.

The teacher will listen to your concerns and get back to you. However, if you are still not satisfied, you may choose to follow up your complaint with the principal or director. They will work with you and the staff member to resolve the issue. To do this, you may choose to write to the principal or director (who will then acknowledge receipt of your complaint with a written response as soon as possible) or telephone the school to make time to meet with the principal or director.

The school or preschool will aim to resolve your concern or complaint within 15 working days.

Stage 2 – Contact your regional office

If you are not satisfied that your complaint has been resolved by the school – or if the principal is the subject of your complaint – you may choose to contact your regional office for help. The regional office will review your complaint.

The regional office will aim to resolve your concern or complaint within 20 working days.

Stage 3 – Parent Complaint Unit

This unit has a dual function:

- To provide advice and support to parents about their concern or complaint.
- To objectively review complaints that have not been resolved at the school or regional level.

Advice and support

You can contact the unit’s hotline (1800 077 430) at any time to discuss your concern or complaint or to seek advice about resolving school problems. Staff will follow up with you at a later stage to check about progress.

Impartial review

If the complaint has not been able to be resolved by the school and regional office, the unit will assess your complaint and decide what action to recommend. Staff will discuss what has been done with your complaint, and when you can expect to hear about the outcome.

The Department’s Head of Schools or the Head of Early Childhood Development and the Chief Executive’s office will be advised by the Parent Complaint Unit of the outcome of the review. One of these senior leaders will make a decision about your complaint.

You can expect that you will hear of a decision within 35 working days in most cases.