



SADDLEMOUTH PRIMARY SCHOOL

Grievance Procedure

Good relationships within the school community give students a greater chance of developing, Caring, Responsible and Successful behaviour. However in the case of a grievance, the following guidelines should be used.

Principles of our policy:

- Everyone should be treated with respect.
- Meetings to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner.

STUDENT With a grievance	PARENT(S)/CAREGIVER With a grievance	TEACHERS With a grievance
<p>STEPS:</p> <ol style="list-style-type: none"> 1. Talk to the person about the problem. 2. If the issue is not resolved: 3. Talk to a teacher or SSO about the problem at an appropriate time. 4. Talk to the Principal about the problem 5. If you feel uncomfortable, speak to someone 'who you feel comfortable with' and whom you think may be able to help you. 6. If issue is unresolved, speak to your parent(s)/caregivers. 	<p>Note: Parents should not contact other student's parents over incidents that occur at school but refer the matter to the school for investigation.</p> <p>Please do not enter school classrooms about a grievance without prior arrangement.</p> <p>Allow a reasonable timeframe for the issue to be addressed.</p> <p>STEPS:</p> <ol style="list-style-type: none"> 1. Arrange a time to speak to the classroom teacher and/or relevant teacher about the problem. 2. Let the teacher know what you consider to be the issue. 3. If the grievance is not addressed arrange a time to speak with the Principal. 4. If the grievance is still not resolved contact Regional Office on 8841 2000. <p>If you are still unhappy, please contact the Parent Complaint Unit (PCU) on 1800 677 435.</p>	<p>STEPS:</p> <ol style="list-style-type: none"> 1. Talk the issue over with someone with whom you feel comfortable. 2. Arrange a time to speak to the person concerned. 3. Allow reasonable time for the issue to be addressed. 4. If grievance is not resolved, speak to: <ul style="list-style-type: none"> • Your Principal • A nominated grievance contact <ul style="list-style-type: none"> - WHS Safety Rep - Well Being Rep - Union Rep - PAC member <p><i>Ask their support in addressing the grievance by:</i></p> <ul style="list-style-type: none"> - Speaking to the person involved on your behalf; - Monitoring the situation; - Investigating your concern; - Acting as mediator.