

# SADDLEWORTH PRIMARY SCHOOL

RESPECT- ACHIEVEMENT- KINDNESS

## Grievance Policy

### Policy

This policy applies to all students, staff, parents, families and community members.

### Rationale

At Saddleworth Primary School we believe good relationships within the school community gives students a greater chance of developing caring, responsible and successful behaviours. We understand that strong communication and positive relationships are the key to a thriving community.

### Objectives

At times things happen that we may not understand, agree with or be happy with. The following procedures are designed to assist in the resolution of student, parent and staff concerns and grievances in a calm and respectful manner with a clear focus on maintaining positive working relationships and what is best for our students.

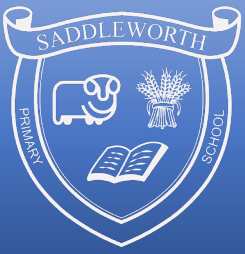
### Procedures

All individuals have the rights and responsibilities to:

- Communicate honestly
- Reflect on the issue or concern
- Seek constructive solutions
- Expect opinions to be heard and sought
- Be supported through the process
- Be listened to
- Maintain confidentiality
- Expect that agreed actions are adhered to

If there is ever a social or community issue that arises please do not directly approach students of families as this sometimes inflames a situation. Please notify the School so that a plan of action can be arranged that will support everyone involved and resolve the issues.





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### STUDENTS

1. If you feel comfortable enough to talk directly to the person. Give yourself enough time to ensure you can talk about the issue in a calm & kind way. If the issue is not resolved:
2. Talk to a Teacher who can support you to resolve the issue.
3. Inform your Parent/Caregiver so that they can support you and talk to your teacher.

### PARENTS

**Please do not enter the school classrooms or Offices about a major grievance without prior arrangement. Parents should not contact other student's parents over incidents that occur at school.**

1. Make a time to speak with the Teacher. Give yourself enough time to ensure you can talk about the issue in a calm & kind way.
2. Discuss your grievance and attempt to resolve the issue and make some mutual agreements moving forward.
3. If you feel that the issue has not been satisfactorily resolved inform the Teacher that you will be speaking with the Principal.
4. Make an appointment to speak with the Principal and discuss your grievance and attempt to resolve the issue.
5. If you feel that the issue has still not been satisfactorily resolved make an appointment to speak with the Education Director at the Gawler Office.
6. If you are still not satisfied then you can contact the DfE Customer Feedback Unit on 1800 677 435 (free call).

### STAFF

1. Arrange an appropriate time to speak to the person concerned. Give yourself enough time to ensure you can talk about the issue in a calm & kind way.  
**Focus of the conversation is to address concerns and maintain a positive professional relationship moving forward.**
2. Allow reasonable time for the issue to be addressed.
3. If the grievance is not resolved speak to
  - Principal
  - Personnel Advisory Committee (PAC)
  - WHS representative
  - Union representative
4. Ask their support in addressing the grievance by:
  - Speaking to the person involved on your behalf.
  - Monitoring the situation.
  - Investigating your concern.
  - Acting as a mediator.
5. If the issue is not resolved within a reasonable time and your Principal has been involved in the process then arrange a time to speak to the Education Director.

