GRIEVANCE PROCEDURES POLICY
UNGARRA PRIMARY SCHOOL

Good relationships within the school community give children a greater chance of success. However in the event of a grievance, the following guidelines may be used. Further information regarding parent complaints can be found at www.decd.sa.gov.au/parentcomplaint

Principles of our policy:
- Everyone should be treated with respect.
- Meetings to discuss grievances will be suspended if any participants behave in an insulting or offensive manner.

<table>
<thead>
<tr>
<th>STUDENTS with a grievance should</th>
<th>PARENT(S)/CAREGIVER with a grievance should</th>
<th>STAFF with a grievance should</th>
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<tbody>
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<td>1. Try to sort immediate problems by using problem-solving procedures, ie “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…”</td>
<td>1. Arrange a mutually convenient time to speak to the relevant staff member about the problem. (Please do not enter school classrooms or offices about a major grievance without prior arrangement.)</td>
<td>1. Arrange a time to speak to the person concerned.</td>
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<td>2. If problem continues see the teacher immediately so they may help you to resolve the issue. Parents/Caregivers may be notified, depending on the level of the grievance.</td>
<td>2. Let the staff member with whom you have a grievance know what you consider to be the issue.</td>
<td>2. Allow reasonable time for the issue to be addressed.</td>
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<td>3. If the problem remains talk to your Parent(s)/Caregivers, teacher, Principal or SSO about the problem so they may help you resolve the issue.</td>
<td>3. Allow and agree upon a reasonable timeframe for the issue to be addressed.</td>
<td>3. If the grievance is not resolved, speak to –</td>
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<td>4. If you feel uncomfortable about the problem, speak to someone, ‘who you feel comfortable with.’</td>
<td>4. If the grievance is not addressed arrange a time to speak with the Principal.</td>
<td>• Your Principal/Line Manager</td>
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<td>5. If issue is unresolved, Parents/Caregivers and Principal will work together to develop strategies.</td>
<td>5. If you are still unhappy, after completion of all of the above steps, please arrange a time to discuss the issue with the Regional Director. (Regional Director is Rowena Fox, Phone number: 86820700, Eyre &amp; Western Regional Office, Port Lincoln.)</td>
<td>• A nominated grievance contact, ie H &amp; S Representative, Racist/Sexual harassment contact, Union Representative, PAC (where appropriate). Ask their support in addressing the grievance by:</td>
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<td>6. Outside agencies may need to be contacted, ie mandatory reporting procedures, FAYS.</td>
<td>6. Contact the Parent Complaint Unit on 1800 677 435</td>
<td>- speaking to the person involved on your behalf</td>
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<td>- monitoring the situation</td>
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<td>- investigating your concern</td>
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<td>- acting as a mediator</td>
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4. If the issue is not resolved within a reasonable time arrange a time to speak to the Regional Director. (Regional Director is Rowena Fox, Phone number: 86820700, Eyre & Western Regional Office, Port Lincoln.)

NOTE: Parent(s)/Caregivers with a grievance about School Policy should:
- Arrange a meeting time with the Principal to discuss your concern &/or address your concerns to the Governing Council
- Allow reasonable time frame for issue to be addressed.
- If you are still unhappy arrange a time to resolve the issue with the Regional Director.