

Salisbury Park Primary School

School Grievance Procedures



The staff at Salisbury Park are committed to providing the best possible outcomes for students. For this to occur it is imperative that positive working relationships exist between all members of our school community. Clear lines of communication including a defined process for responding to and dealing with issues of concern contribute to this process. It is important to note that any parent/caregivers complaints or concerns referred to the Parent Complaint Unit that have not been raised first at the school level will be referred back to the school for resolution, except in circumstances where it is not appropriate or possible for the school to manage the concern or complaint.

Confidentiality

Confidentiality is expected, and will be maintained throughout the grievance process. It is important that all parties involved respect this expectation and ensure that information remains only with those directly involved in resolution processes.

Trust

A relationship of trust must be present between parties for issues of concern to be resolved effectively through any grievance process.

Guiding Principles of our Procedure

- Everyone involved in the process will be treated with respect.
- Meetings to discuss grievances will be suspended if any party behaves in an inappropriate manner.

Student Responsibilities	Parent Responsibilities	Staff Responsibilities
<ol style="list-style-type: none"> 1. Stop and think about different ways to solve your problem. 2. Talk to the person/people involved about the problem directly. 3. Talk to a teacher or a staff member about the problem. 4. If you feel uncomfortable doing this speak to a trusted friend or adult about the problem. 5. If the issue is not fixed talk to your parent/s about it and ask them for help. 6. If the problem is still not fixed keep telling someone who can help. 	<ol style="list-style-type: none"> 1. Arrange a suitable time to talk to the teacher or staff member about the issue or concern. 2. Calmly discuss the issue of concern with the teacher or staff member. Staff will document the parent concern or complaint using the Parent Complaint pro-forma if the issue cannot be resolved easily. 3. Allow a reasonable timeframe for the issue to be addressed. 4. If an issue is not addressed or resolved and you still hold concerns, arrange a time to speak with the Principal or Deputy Principal. 5. If the issue is unresolved contact the Parent Complaint Unit (See Parent Concerns and Complaints Policy Guide on our website). 	<ol style="list-style-type: none"> 1. Arrange a time to meet with the person concerned. 2. Allow a reasonable time for the issue to be addressed. 3. If you feel the issue is not resolved: <ul style="list-style-type: none"> - Speak to your line manager - Speak to the grievance contact person in the school - Speak to your OHSW rep - Speak to your AEU rep(where appropriate) - Speak to PAC (Where Appropriate) - Speak to a peer advocate (<i>ask for their support in speaking to the parties involved or act as a supporter or mediator at meetings</i>) 4. If the issue remains unresolved and you continue to hold concerns, speak to a member of the leadership team.

Parents with a grievance about a specific school procedure / policy are asked to:

1. Arrange a time to speak with the Principal or Deputy Principal to discuss the concern.
2. Allow a reasonable time for the issue of concern to be addressed (24-48 hours)
3. If you are still unsatisfied and you feel that your issue of concern has not been addressed, contact the Parent Complaint Unit. (See Parent Concerns and Complaints Policy Guide on our website).