



Ingle Farm East School Grievance Policy

Principles

As a school community we are committed to working together to meet the educational needs of our students. This occurs most effectively when staff, students and parents are working towards the same ends. This can only happen if there is trust and open and effective communication between the people within the school community.

You can assist resolution by:

- Addressing the issues, rather than trying to ignore it.
- Stating clearly and objectively the issue(s), giving specific instances where appropriate
- Seeking a solution that attempts to meet the needs of those concerned

Our mutual commitment when someone raises a concern:

- We will listen to the concerns with an open mind and seek to understand them.
- We will maintain confidentiality.
- We will treat each other decently.
- We will investigate any relevant issues carefully.
- We will be committed to resolving any problem(s) in ways that respect individuals and attempts to meet the needs of all concerned as fairly as possible
- We will attempt to communicate clearly, sensitively and objectively.
- We will establish timelines for actions and review for any other resolutions.

Students with a grievance should:	Parents and Caregivers with a grievance should:	Staff (& volunteers) with a grievance should
<p>1. Talk to a person about the problem. Discuss the question or concern directly with the person involved stating the problem clearly and objectively seek to resolve it in any way that respects the needs of those involved</p> <p>2. If you feel uncomfortable, speak to someone, ' who you feel comfortable with'. eg Talk to a teacher or a School Services Officer, about the problem</p> <p>3. Allow a reasonable timeframe for the issue to be addressed</p> <p>4. If issues are unresolved, speak to your parents / caregivers.</p> <p>5. If the grievance is not addressed arrange a time for your parents and you to speak with a member of the leadership team</p>	<p>1. Contact the school to arrange a time to meet with the teacher or have a discussion with them on the phone. They will look into your concerns and get back to you as soon as possible. If the matter is not resolved, or if your complaint is about a teacher, you may want to meet with or write to the principal or preschool director. They will work with you and the staff member to resolve the issue. The school will aim to resolve your concern or complaint as quickly as possible.</p> <p>2. If you are unsatisfied contact the Education Complaint unit Email: DECD.EducationComplaint@sa.gov.au Phone: 1800 677 435</p>	<p>1. Talk to a person about the problem. Discuss the question or concern directly with the person involved stating the problem clearly and objectively seek to resolve it in any way that respects the needs of those involved</p> <p>2. Allow a reasonable timeframe for the issue to be addressed</p> <p>3. If the grievance is not resolved speak to:</p> <ul style="list-style-type: none"> • Your principal or line manager • A nominated grievance contact • Union Rep • PAC (where appropriate) <p>Ask their support in addressing the grievance by:</p> <ul style="list-style-type: none"> • Speaking to the person involved on your behalf. • Monitoring the situation • Investigating your concerns • Acting as mediator <p>4. If you are unsatisfied refer to the DECD Complaint Resolution for Employees Policy</p>

Review date: