

Grievance Procedures

The staff at St Leonards Primary School are committed to providing the best possible educational outcomes for our students. For this to occur it is imperative that positive working relationships exist between all school community members. Clear lines of communication including a defined process for dealing with issues of concern contribute to this process.

Confidentiality

Confidentiality will be maintained at all times. It is essential that all parties involved respect this right and ensure that information remains only with those directly involved in this issue.

Trust

A trusting relationship between all involved is necessary if grievances are to be resolved as effectively as possible.

Change

Change can cause anxiety – It is important that we work through concerns and conflicts to see change as a positive step.

The following grievance procedures are provided to support staff, students, parents and the community to resolve concerns. They should enhance the school environment and impact upon the learning outcomes for students.

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.

Grievance Procedures

For Students:

When you have a problem or difficulty:

1. Talk to the person about the problem if safe and/or appropriate.
2. Talk to a trusted friend or parent.
3. Talk to a teacher or SSO about the problem at an appropriate time.
4. If you feel uncomfortable speak to a staff member, who you feel comfortable with.
5. If the problem still persists ask to talk to a member of leadership. Make an appointment at the Office.

For Parents/Caregivers:

Please make an appointment to discuss a major grievance. Prior arrangements ensure that adequate time can be allocated to the issue.

If you have a dispute with another student, please talk to a staff member about the issue and he/she will resolve the issue. It is inappropriate for parents to discipline other students in the school grounds.

1. Arrange a time to speak to the relevant teacher(s) about the problem as a first course of action. Let the teacher know what you consider to be the issue. Make a mutually appropriate time to discuss the concern. Please note: It is not appropriate to use class or learning time.
2. Allow a reasonable timeframe for the issue to be addressed.
3. If the grievance is not addressed and you have unsuccessfully requested feedback, arrange a time to speak with a member of the leadership team. Explain that you have a difficulty to the Principal's Secretary when making an appointment – this allows for follow-up and information gathering. Or you may feel more comfortable emailing one of the leadership team at the addresses below:

Corey Mudie, Principal: corey.mudie802@schools.sa.edu.au

Naomi Martin, Assistant Principal: naomi.martin639@schools.sa.edu.au

Stevo Jurkovic, Assistant Principal: stevo.jurkovic247@schools.sa.edu.au

4. If you are still unhappy, please arrange a time to discuss the issue with the **Customer Feedback unit, Customer and Information Services directorate**

Phone: 1800 677 435

Email: education.complaints@sa.gov.au