



MOUNT COMPASS  
AREA SCHOOL

# Mount Compass Area School RAISING CONCERNS

## Grievance Policy

(to be reviewed in 2017)



Government  
of South Australia

Department for Education

Good relationships within the school community give students a greater chance of success. When any member of the school community feels that an action or inaction by another member has had a negative impact on them, it is important that this perception is respected, and that the grievance is put, and responded to, in a way which not only addresses the immediate concern, but also supports the development and maintenance of good relationships. In the event of a concern or complaint, the following guidelines may be used.

For further detail refer to the Department's document "Our parent guide to raising a concern or complaint" available on our school website or DECD (Department for Education and Child Development).

### Principles

- The school values of Respect, Participate and Achieve will underpin the implementation of this policy.

<b>STUDENTS</b> with a concern or grievance can take the following steps	<b>PARENT(S)/CAREGIVERS</b> with a concern or grievance can take the following steps	<b>STAFF</b> with a concern or grievance can take the following steps
1. Talk to the person about the problem. 2. Talk to a teacher <ul style="list-style-type: none"> <li>your care group teacher</li> <li>the counsellor</li> <li>any teacher you feel comfortable with</li> <li>School Pastoral Care Worker</li> <li>the Deputy Principal</li> </ul> OR <ul style="list-style-type: none"> <li>the Principal</li> </ul> about the concern at an appropriate time. <b>NB: The care group teacher has the principle role of pastoral care for all children in their care group</b> 3. If you feel uncomfortable, take someone you really trust with you. 4. If issue is unresolved, speak to your parent(s)/caregivers.	1. Arrange a time to speak to the relevant teacher(s) about the problem by phone or put your concerns in writing. 2. Let the teacher know what you consider to be the issue. ( <i>Allow a reasonable timeframe for the issue to be addressed</i> ). 3. If the concern or complaint is not addressed arrange a time to speak with the Sub-school Coordinator who will process the grievance. As a natural course this information is passed onto the Principal and/or Deputy Principal. You may prefer to speak to a Governing Councillor or Chairperson, School Pastoral Care Worker, or School Counsellor. Phone numbers are available at the Front Office. 4. If the issue is still not resolved, contact the Parent Complaint Unit of DECD, 1800 677 435 (free call).	1. Arrange a time to speak to the person concerned. 2. Allow reasonable time for the issue to be addressed. 3. If the concern or complaint is not resolved, speak to – <ul style="list-style-type: none"> <li>Your Line Manager, Deputy Principal and/or Principal</li> <li>With a nominated concern or grievance contact               <ul style="list-style-type: none"> <li>OHSW Representative</li> <li>Union Representative</li> <li>PAC (where applicable)</li> </ul> </li> </ul> 4. Ask their support in addressing the concern or grievance by: <ul style="list-style-type: none"> <li>speaking to the person involved on your behalf</li> <li>monitoring the situation</li> <li>investigating your concern</li> <li>acting as a mediator</li> </ul>

Note: Parents or students with a concern or grievance about School Policy should:

- Arrange a meeting time with the Principal to discuss your concern.
- Allow reasonable time frame for issue to be addressed.
- If unresolved contact the Parent Complaint Unit.