



**MOUNT COMPASS  
AREA SCHOOL**

# Mount Compass Area School RAISING CONCERNS

## Grievance Policy

(review in 2020)



**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 either our school website or the Department for Education website.

### 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
<ol style="list-style-type: none"> <li>Talk to the person about the problem.</li> <li>Talk to a teacher               <ul style="list-style-type: none"> <li>your Home Group teacher</li> <li>Sub-school Coordinator</li> <li>the Student Wellbeing Leader</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.             </li> </ol> <p><b>NB: The Home Group teacher has the principle role of pastoral care for all children in their Home Group.</b></p> <ol style="list-style-type: none"> <li>If you feel uncomfortable, take someone you really trust with you.</li> <li>If issue is unresolved, speak to your parent(s)/caregivers.</li> </ol>	<ol style="list-style-type: none"> <li>Arrange a time to speak to the relevant teacher(s) about the problem by phone or put your concerns in writing.</li> <li>Let the teacher know what you consider to be the issue. (<i>Allow a reasonable timeframe for the issue to be addressed</i>).</li> <li>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 Student Wellbeing Leader. Phone numbers are available at the Front Office.</li> <li>If the issue is still not resolved, contact the Parent Complaint Unit, 1800 677 435 (free call).</li> </ol>	<ol style="list-style-type: none"> <li>Arrange a time to speak to the person concerned.</li> <li>Allow reasonable time for the issue to be addressed.</li> <li>If the concern or complaint is not resolved, speak to –               <ul style="list-style-type: none"> <li>Your Line Manager</li> <li>With a nominated concern or grievance contact                   <ul style="list-style-type: none"> <li>WHS Representative</li> <li>Union Representative</li> <li>PAC (where applicable)</li> </ul> </li> <li>the Deputy Principal and/or Principal</li> </ul> </li> <li>Ask for 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> </li> <li>If the issue is unresolved you can contact the EAP, the AEU or the Education Director Office.</li> </ol>

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

- Arrange a meeting time with the Principal to discuss your concern about policy.
- Allow reasonable time frame for policy issue to be addressed. This may include Governing Council consultation.
- If unresolved contact the Parent Complaint Unit.