



**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.

<p>STUDENTS with a concern or grievance can take the following steps</p>	<p>PARENT(S)/CAREGIVERS with a concern or grievance can take the following steps</p>	<p>STAFF with a concern or grievance can take the following steps</p>
<p>1. Talk to the person about the problem.</p> <p>2. Talk to a teacher</p> <ul style="list-style-type: none"> • your Home Group teacher • Sub-school Coordinator • the Student Wellbeing Leader • any teacher you feel comfortable with • School Pastoral Care Worker • the Deputy Principal <p>OR</p> <ul style="list-style-type: none"> • the Principal <p>about the concern at an appropriate time.</p> <p>NB: The Home Group teacher has the principle role of pastoral care for all children in their Home Group.</p> <p>3. If you feel uncomfortable, take someone you really trust with you.</p> <p>4. If issue is unresolved, speak to your parent(s)/caregivers.</p>	<p>1. Arrange a time to speak to the relevant teacher(s) about the problem by phone or put your concerns in writing.</p> <p>2. Let the teacher know what you consider to be the issue. (<i>Allow a reasonable timeframe for the issue to be addressed</i>).</p> <p>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 Student Wellbeing Leader. Phone numbers are available at the Front Office.</p> <p>4. If the issue is still not resolved, contact the Parent Complaint Unit, 1800 677 435 (free call).</p>	<p>1. Arrange a time to speak to the person concerned.</p> <p>2. Allow reasonable time for the issue to be addressed.</p> <p>3. If the concern or complaint is not resolved, speak to –</p> <ul style="list-style-type: none"> • Your Line Manager • With a nominated concern or grievance contact <ul style="list-style-type: none"> ~ WHS Representative ~ Union Representative ~ PAC (where applicable) • the Deputy Principal and/or Principal <p>4. Ask for their support in addressing the concern or grievance by:</p> <ul style="list-style-type: none"> ~ speaking to the person involved on your behalf ~ monitoring the situation ~ investigating your concern ~ acting as a mediator <p>5. If the issue is unresolved you can contact the EAP, the AEU or the Education Director Office.</p>

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.