



Norton Summit Primary School

Grievance Policy



Aim:

Everyone has the right to learn and participate in a safe, supportive environment. Successful relationships are maximised when conflicts are openly discussed, and participants are supported to resolve them. In the event of a grievance, the following guidelines are in place at our site: Firstly refer to Department for Education <https://www.education.sa.gov.au/>; there is a link on the homepage for [feedbacks and complaints](#).

Rationale:

Positive relationships are foundational to a positive school community and require the investment of time and effort. In resolving conflict or difference of opinion, confidentiality is expected. Everyone has the right to be treated with respect and listened to openly. Meetings will be stopped and rescheduled if people become aggressive and/or behave in a disrespectful manner.

Grievance Procedures

STUDENTS with grievance or issue:

Students have the right to feel respected and safe in their relationships with their trusted network and can express their grievance to staff, parents or leadership. Their parent or staff member can pass serious concerns to leadership to facilitate and manage.

Leadership will respond as soon as possible. If the problem is between students and/or teachers, leadership will use a restorative process to assist in the resolution. In the absence of the Principal, the Teacher in Charge will record and inform the Principal of the issue and actions to be followed through. If the issue is still unresolved, it may require further meetings. Where appropriate, information about the resolution is relayed to teachers and parents to help support the student(s) in the future.

PARENTS/CAREGIVER with a grievance or issue:

Firstly, arrange a time to speak confidentially to the relevant teacher. Provide the teacher with information regarding the issue prior to the meeting. Meet with the teacher to resolve the issue.

If the issue is unresolved, book a time to speak confidentially to the principal about the problem. Provide the Principal with information regarding the issue prior to the meeting. You should receive an invitation for a meeting within 48 hours. A meeting will be held within the week to discuss the issue and review actions to move forward amicably.

If you feel the grievance is still not satisfactorily addressed, you may contact the Regional Office on 83914705 and speak to the Education Director. Alternately, you can contact the Education Complaint Unit Phone: 1800 677 435 or email EducationComplaint@sa.gov.au

STAFF with a grievance or issue:

To assist with positive relationships within the school the issue should be addressed as quickly as possible.

If comfortable, speak to the person concerned within 48 hours. You may seek, in confidence, support from another colleague or line manager. Possible actions could include:

- Speaking to the person involved on your behalf
- Monitoring the situation
- Acting as a mediator

If the grievance is not resolved, speak to:

- The Principal
- Grievance Officer/Union Representative
- PAC - Principal Advisory Committee (where appropriate)
- Work Health Safety representative
- Employee Assistance Program