



# Whole School Grievance and Relationship Guidelines

## Port Wakefield Primary School

### Introduction:

Good relationships between our school, parents and the community give our students a greater chance of success.

It is only natural that from time to time, parents will have concerns about what happens at school. When this happens we need to know the correct way to satisfactorily have our concerns heard and acted upon.

Your concerns may relate to departmental and school policies such as attendance, dress code, behaviour or decision making.

### School and Department for Education Policies

Policies are documents that detail what is to be done, why it is to be done and how it is to be done.

All members of the school community are expected to abide by the contents of policies.

DfE policies cannot be changed at school level.

Procedures are the processes used for enacting policies in the school.

**Note:** *Parent(s) with a grievance about School Policy should:*

- *contact a Governing Councillor to discuss the matter*
- *arrange a meeting time with the Principal to discuss their concern*
- *allow reasonable time frame for issue to be addressed*

### Principles of our Grievance and Relationships Procedures policy:

- Maintain confidentiality of people, information and involvement.
- Everyone should be treated with respect
- Meetings to discuss grievances will be suspended if any person(s) behaves in an insulting or offensive manner

*Port Wakefield Primary School staff are professional people and all issues are taken seriously. Teachers and SSO's are fully DfE trained in dealing with issues. Principals and Regional Directors are required to see that everyone has a fair say.*

From time to time, a staff member may have a concern about a student which cannot be solved by using established school Student Development procedures. It would then be appropriate to follow the Grievance Procedures.

Examples of when Grievance Procedures would be appropriate include:

- a student harassing a teacher
- ongoing lack of positive communication
- negative response to management techniques

## Procedures

### Students with an issue, problem or grievance are required to

Talk to the person about the issue / problem.  
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Talk to a teacher, PSW worker or a SSO about the issue / problem.  
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If you are not happy, speak to the Principal.  
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If the issue / problem is unresolved, speak to your parents or caregivers.

**Note:** All personal matters such as concerns regarding staff, student or parent relationships should be raised directly with the school through the Class Teacher or Principal in a confidential manner. Grievances are to be addressed within a short time frame (e.g. 48 hours, by the end of the week) or laid to rest.

### Parent(s) and Caregiver(s) with a problem or grievance are required to

Parents and Caregivers are asked **not** to enter the school, classrooms or offices about a grievance without prior arrangement.

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Arrange a time to speak to the relevant teacher(s) about the problem.

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Let the teacher know what you consider to be the issue.

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Allow a reasonable time frame for the issue to be addressed.

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If the grievance is not addressed in a reasonable time frame arrange a time to speak with the Principal.

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If you are still unhappy refer If you're not satisfied with the outcome, you can contact the Customer Feedback unit.

A staff member will contact you and explain the steps they will take. If you prefer to give your complaint details to a customer service officer, phone 1800 677 435.

If you're not sure who to contact to make a complaint or provide feedback, for example if it's not about a school or preschool, you can contact the general enquiry line on 1800 088 158 or email [education.customers@sa.gov.au](mailto:education.customers@sa.gov.au) for help.

### Staff Member concern about a Student

At a mutually agreed time meet with the student to discuss the concern. Document the meeting.

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Notify the Principal of your concern. Meet with the Parents or Caregivers of the student.

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If the concern continues, advise the Principal, who will work through the concern with the student and/or the student's parent or caregiver and the staff member.

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The Principal will decide on an appropriate course of action and the involvement of other services or processes if required.