



Grievance Policy

Our Aims

The Angle Vale Primary School's Grievance Policy provides a framework to ensure that:

- Students are learning and Educators are teaching.
- Staff and students work within a relational and restorative framework.
- Through explicit teaching and learning, we develop social responsibility and willingness to make amends, restore and strengthen relationships.
- Parents, students and staff work collaboratively to provide a consistent and just approach to development and management of student behaviour that takes into account the different needs of individual students.

Good relationships between home and the school give children a greater chance of success.

From time to time students, staff or parents will have concerns they want heard and acted on. We all need to know and use the best way to go about this.

Your concerns may relate to any aspect of school life - classroom, yard or school policy.

Important

Our school aims to provide a quality service to students and their families and welcomes feedback in a way that ensures this.

Most concerns are based upon lack of understanding or misunderstandings that can be easily resolved. This requires a genuine and trusting relationship between home and the school and a commitment to resolve the issue where relationships are maintained.

Concerns need to be resolved to ensure children are learning in a safe supportive environment where the rights of the student to learn and the rights of the teacher to teach are protected.

It is important that grievances are kept confidential. Although at times you may wish to seek support from friends or an advocate, it is very important to choose somebody who can help you to resolve the problem.

At Angle Vale Primary School we take

"A RESTORATIVE APPROACH" when dealing with grievances to rebuild trust and preserve relationships between people involved.

About Rights

- All parents/caregivers have the right to expect that the school will do its best to deliver quality education based on DfE guidelines.
- All children have the right to learn without harassment and uninvited interruption from others.
- All teachers have the right to teach without harassment and uninvited interruption from others.
- All members of the school community (students, staff and parents/caregivers) have the right and responsibility to use the established procedures for raising any concerns relating to the school.

Refer to the school's "Raising a complaint with the Department for Education" pamphlet.

Student Grievance

1. Work it out on your own.
 - Take time-out / cool down/ think.
 - Work out exactly what the issue is.
2. Talk calmly to the person who you have the grievance with.
 - Take a friend / witness with you
 - Example "I feel...when you.... And you need to stop."
3. Solve it with a teacher.
 - Tell them everything.
 - Decide with them what you will do and see if it works.
4. Seek further help if the issue is unresolved.
 - Go to the Principal or Senior Leader
 - Work out exactly what the issue is
 - The Principal, Senior Leader, yourself and where possible your parents will decide what action is best to be taken.

Parent Grievance

1. Speak to the relevant teacher.
 - Contact the school to make a mutually convenient time to meet with the person. Phone: 8284 7222
 - Be fair, calm and honest
2. Speak to the Principal, Deputy Principal or Assistant Principal by appointment.
 - Contact the school to make a mutually convenient time to meet. Phone: 8284 7222
3. Seek advice from the Education Director at the Para Hills Office.
 - Contact 8314 4000 and ask for the Education Director.
4. Seek advice from the Department for Education
 - Parent Complaint Unit can be contacted via email Education.Customers@sa.gov.au or calling 1800 677 435

Staff Grievance

1. Speak to the person involved.
2. Speak to Staff Grievance Officer. (See staff Roles and Responsibilities List)
3. Speak to the Principal / Line Manager / Representative.
 - Occupational Health and Safety Representative.
 - Union Representative.
 - PAC (Human Resources issues).
 - Principal or Senior Leader
4. Seek advice from the Education Director at the Para Hills House Phone: 8314 4000.
5. Seek support from the Employee Assistance Program.
For confidential information and appointments call 1300 360 364.

This policy is guided by DfE:
Guide to Resolving Grievances and Complaints for Department
Employees 2020
Endorsed by Governing Council
Review Date