

## KAPUNDA PRIMARY SCHOOL – GRIEVANCE PROCEDURE

Good relationships within the school community give children a greater chance of having a successful educational experience. It is important students, staff and parents work together in solving any issues that may arise.

### Key Principles

- Everyone should be treated with respect.
- Issues or concerns at school with other students or parents need to be resolved through the school staff.
- Parents/Caregivers are not to approach a child/ren or their parents over a school or out of school issue.
- Conversations/meetings will be suspended if any person(s) behave in an insulting or offensive manner.

In the event of a grievance, the following guidelines should be used.

PROCEDURES		
STUDENTS with a grievance should	PARENT/CAREGIVER(S) with a grievance should	STAFF with a grievance should
<ol style="list-style-type: none"> <li>1. Talk respectfully to the person about the issue at an appropriate time. You can use statements such as “I feel ... when you... Please stop doing or saying...”</li> <li>2. If the issue is not resolved, you can talk to your class teacher.</li> <li>3. Your class teacher will try to resolve the issue.</li> <li>4. If your class teacher can't assist in resolving the issue, they will seek out the support of school leadership (Student Wellbeing Leader, Deputy Principal or Principal).</li> <li>5. If the issue is unresolved, speak to your parent/caregiver who can then support you by following the steps as outlined.</li> </ol>	<ol style="list-style-type: none"> <li>1. Arrange a mutually convenient time to speak to the relevant staff member(s) about the issue. It is not appropriate to approach other students regarding issues.  <i>Please do not enter school classrooms or offices about a major grievance without prior arrangement.</i></li> <li>2. In a respectful manner, let the staff member know what you consider to be the issue.</li> <li>3. Allow a reasonable timeframe for the issue to be addressed.</li> <li>4. If the issue is not resolved, arrange a time to speak with the Leadership team (Principal, Deputy Principal or Student Wellbeing Leader)</li> <li>5. If you feel the issue has not been resolved, contact the Parent Complaint Unit on 1800 677 435 or via the <a href="#">online feedback and complaints form</a></li> </ol>	<ol style="list-style-type: none"> <li>1. Arrange a mutually convenient time to speak to the relevant person about the issue. Seek to resolve the issue in a way that respects the needs of those involved.</li> <li>2. Allow a reasonable timeframe for the issue to be addressed.</li> <li>3. If the issue is not resolved, speak to - <ul style="list-style-type: none"> <li>• A Peer</li> <li>• Your Line Manager</li> <li>• WHS Representative</li> <li>• AEU/PSA Representative</li> <li>• PAC representative (where appropriate)</li> </ul> <p><i>Ask their support in addressing the grievance by:</i></p> <ul style="list-style-type: none"> <li>-acting as a mediator</li> <li>-speaking to the person involved on your behalf</li> <li>-monitoring the situation</li> <li>-investigating your concern</li> </ul> </li> <li>4. If the issue is not resolved within a reasonable time, arrange a time to speak to the Education Director.</li> </ol>