



Owen Primary School Policy

Parent Complaints (Grievance) Procedures

Ratified: 8th November, 2011
Review Date: January 2016

Our school has a commitment to providing a safe, supportive learning environment, which fosters collaborative relationships. Therefore, we believe that when a member of our school community has a grievance about any aspect of schooling, the issue needs to be resolved promptly in ways which are respectful of all the parties involved.

Confidentiality is essential in resolving issues and may be a legal requirement.

The usual procedure in addressing a grievance in the first instance is to calmly approach the person with whom you have a grievance to discuss the issue.

It is unlawful for any form of victimisation to occur as a result of a grievance process.

The following guidelines outline a process for raising and resolving grievances.

Students

Talk to the person about your issue or concerns

Explain the grievance to a teacher, include who was involved, what you did and what you believe was unfair. You may bring someone with you for support.

Decide on a plan of what will happen.

If you feel the grievance has not been resolved let the teacher know that you will be speaking to someone else.

Arrange to speak to the Principal or another trusted member of staff.

Teachers or the Principal will arrange a meeting with the people involved to resolve the issue.

The schools behaviour management practices and Anti-Bullying Policy may be required to be used.

Staff

Arrange a time to speak to the person concerned. You may wish to seek the help of an advocate.

If the grievance is not resolved discuss the issue with the Principal and ask their support in addressing the issue

If you are still dissatisfied, approach the Assistant Regional Director or the following personnel for support and advice:

- AEU field officer
- DECD Personnel Counsellors
- PAC

If you have a grievance with the Principal, approach the If you are still dissatisfied, contact the Parent Complaint Unit of the Department for Education and Child Development 1800 677 435 (Freecall) or the Educational Director Kathryn Bruggemann (8522 0913).

Parents

Make an appointment to speak to the person concerned. **All issues involving students should be addressed through staff and not directly with a student.**

Let the person know what your concerns are.

Develop a plan of action together.

If the grievance is not resolved arrange a time to speak to the Principal.

If you are still dissatisfied, contact the Parent Complaint Unit of the Department for Education and Child Development 1800 677 435 (Freecall) or the Educational Director – Kathryn Bruggemann (8522 0913).