

HEATHFIELD PRIMARY SCHOOL GRIEVANCE PROCEDURE

Heathfield Primary School acknowledges the importance of positive, caring relationships within the school community. We foster these relationships to complement our school values **Harmony, Progress, Success**.

However in the event of a grievance, the following guidelines may be used.

Key Principles

- Everyone should be treated with respect and fairness. We work to resolve grievances to the satisfaction of all parties.
- Meetings, including phone calls, to discuss grievances will be suspended if any person(s) behaves in an insulting or offensive manner.

STUDENTS with a grievance should	PARENT(S)/CAREGIVER with a grievance should	ALL STAFF/VOLUNTEERS with a grievance should
<ol style="list-style-type: none"> 1. Talk to the person about the issue. 2. Talk to a teacher about the problem at an appropriate time. 3. If you feel uncomfortable, speak to someone, 'who you feel comfortable with' e.g. trusted adult or Pastoral Support Worker. 4. Allow reasonable time for the issue to be resolved 5. If issue is unresolved, speak to your parent or caregivers who can then support you by speaking to a relevant staff member. 	<ol style="list-style-type: none"> 1. Contact the relevant staff member about the concern. 2. Arrange a suitable time to speak to the relevant staff member about the concern and agree on a plan of action. 3. Allow reasonable time for the concern to be addressed. 4. If the concern is not resolved within a reasonable timeframe arrange a time to speak with the Principal. 5. If the issue is not resolved appropriately within a reasonable time arrange a time to speak to the Education Director Tel: 8393 9227 6. If you are still dissatisfied you may wish to direct your concerns to the 7. Education Complaints Unit Tel: 1800 677 435 education.educationcomplaint@sa.gov.au 	<ol style="list-style-type: none"> 1. Critically reflect, write down the concern 2. Arrange a time to speak to the person concerned. 3. Allow reasonable time for the issue to be addressed. 4. If the concern is not resolved within a reasonable time speak to the Principal/Line Manager who can: <ul style="list-style-type: none"> • Investigate your concern • Speak to the person involved on your behalf • Monitor the situation • Act as a mediator 5. If the issue is not resolved appropriately within a reasonable time arrange a time to speak to the Education Director. Tel: 8393 9227

For further detail please refer to the DfE documents: Consumer Complaints and Management Resolution Policy and Complaint Resolution for Employees Policy