



Memorial Oval Primary School School Community Grievance Policy



Rationale:

Good relationships between our school and its community give our children 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 have our concerns heard and acted upon. These concerns may relate to a wide range of issues.

We encourage the responsible use of social media and promote appropriate, positive dialogue between all members of the school community.

Aim:

To promote good relationships within the school community and to give the children a greater chance of success. However in the event of grievance the following guidelines may be used.

Principles of this policy are that all parties are treated with respect. Any meeting to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner.

Under Education Department guidelines, parent bodies, such as Governing Council and affiliated bodies must be directed by their Chairperson not to discuss performance of School Staff.

Students with a grievance could either: -

- Talk to the person involved
- Talk to a member of Staff (i.e. teacher, Deputy, Principal)
- Speak to someone with whom they feel comfortable with
- If the issue is unresolved, they should speak to their parent(s)/caregivers who might contact the school on their behalf.

Parents/Caregivers with a grievance could either: -

(The parent/caregiver may choose to have an advocate to support them.)

- Arrange a time to speak to the relevant teacher(s) about the problem
(Note: **Please do not enter the school classrooms or offices about a major grievance without prior arrangement. The teacher's responsibility at the time is the class.**)
- Let the teacher know what you consider to be the issue and allow a reasonable time frame for the issue to be addressed.

If the issue has not been addressed in the arranged time frame, ask to speak to the Principal or Deputy. If unresolved, arrange a time to discuss the issue with the Education Director for Far North, Port Augusta, Quorn, Whyalla.

Teachers with a grievance *should refer to the separate Staff Grievance Policy.*

In relation to grievances presented by students or parents/caregivers, their responsibilities are:

- Ensure that any grievances presented are addressed speedily and within an agreed time frame.
- Advise Staff representatives of any progress (includes Principal and/or Deputy)
- Seek advice/support from external agencies as required.

Confidentially

All parties in the interest of reaching an acceptable outcome keep concerns raised through the grievance procedure confidential.

Review Period:

This policy to be reviewed every three years.

**Issues regarding Staff
/ Students**

**Issues regarding
School Policy**

At a mutually convenient time meet with the staff member concerned and discuss your concerns

At a mutually convenient time discuss the concern with a Governing Council rep and if appropriate ask for it to be placed on the agenda for the next meeting.

IF UNRESOLVED

At a mutually convenient time meet with the Principal who will take up the matter as part of their supervision of the school staff.

At a mutually convenient time meet with the Principal and discuss your concern

IF UNRESOLVED

Contact the Education Director for Far North. Port Augusta, Quorn Whyalla and make a time to discuss the concern as part of their supervision of the school.

Contact the Far North, Port Augusta, Quorn Whyalla Education Director and discuss the matter with them.

Date Reviewed	Principal Signature	GC Chair Signature