



# Lyndoch Primary School

## GRIEVANCE PROCEDURES for Students Staff Parents

Good relationships within the school community provide:

- an effective learning and work environment
- a greater chance of success for students, and
- a climate of trust.

Principles of our policy:

- Everyone should be treated with respect
- Resolving conflict as soon as possible is important to maintain the climate of trust.
- Meetings to discuss grievances will be suspended if any person behaves in an insulting or offensive manner.

*In the event of a grievance at our school the following guidelines are recommended.*

STUDENTS with a grievance:	STAFF with a grievance:	PARENTS/CAREGIVERS with a grievance:
<p><i>Should choose to-</i></p> <ul style="list-style-type: none"> <li>• Solve the problem themselves if able to do safely.</li> <li>• Seek the help of another student.</li> <li>• Make a time to speak to a teacher/counsellor.</li> <li>• Ask someone in their family for advice and strategies for solving the issue.</li> </ul> <p>These strategies could include:</p> <ul style="list-style-type: none"> <li>• Arranging a time to speak privately with the person with whom they have the concern. A counsellor / teacher can provide support if requested.</li> <li>• Letting the person know what they consider to be unfair.</li> <li>• Telling the teacher, or speak to someone else if the problem is not addressed.</li> <li>• Using a Restorative Approach / Strategy.</li> <li>• Parents are informed of progress and mediation can be provided if deemed applicable.</li> </ul> <p>He / she can also arrange a time to speak to the Principal if needed.</p>	<p><i>Should</i></p> <p>Arrange a time to speak with the person concerned.</p> <p>Agree on a timeframe for the issue to be addressed.</p> <p>Consider seeking information and support from:</p> <ul style="list-style-type: none"> <li>➢ the Principal or line manager</li> <li>➢ H &amp; S representative</li> <li>➢ Union representative</li> <li>➢ PAC member</li> </ul> <p><i>Ask for leaders support in addressing the grievance by:</i></p> <ul style="list-style-type: none"> <li>• Speaking to the person involved on your behalf.</li> <li>• Monitoring the situation.</li> <li>• Investigating your concern.</li> <li>• Acting as a mediator.</li> </ul> <p>If the issue is not resolved within the designated time speak to the Regional Director. Phone 8522 0900</p>	<ul style="list-style-type: none"> <li>• Arrange a time to speak with the relevant teacher/s about the problem.</li> <li>• <i>Please do not enter classroom or office about major grievance without making an appointment.</i></li> <li>• Let the teacher know what you consider to be the issue.</li> <li>• Together decide on a reasonable time frame for the issue to be addressed.</li> <li>• If the grievance is not addressed tell the teacher you are going to speak to the Principal.</li> <li>• Arrange a time to speak with the Principal.</li> <li>• If you are not happy with the outcome please arrange a time to speak to the Regional Director or their assistant.</li> </ul> <p><i>A parent with a grievance about a school policy should:</i></p> <ul style="list-style-type: none"> <li>• Arrange a meeting time with the Principal to discuss the concern.</li> <li>• Allow a reasonable time frame for the issue to be addressed at school.</li> <li>• The Regional Office is able to support parents to resolve the issue at school level. Phone 8522 0900</li> </ul>

**CONFIDENTIALITY is to be maintained at all levels.**

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