



Grievance Procedure

Rationale

At Rapid Bay Primary School, we believe a harmonious and positive learning environment promotes a strong partnership with the community. We promote fairness, consistency, respect for others, positive self-esteem, honesty and cooperation. Issues or concerns that may arise need to be managed and resolved fairly, efficiently, promptly and in accordance with relative legislation and Education Department requirements.

Aim

We aim for all members of our school community to work collaboratively and treat each other with respect and fairness. We work towards a positive outcome and a mutually agreed upon resolution to restore the broken relationships within an appropriate time frame.

Principles of Procedures

Most concerns are based upon lack of understanding or misunderstanding that can be easily resolved. This requires a genuine and trusting relationship between home and the school and a commitment to resolve the issue where relationships are maintained.

It is important that grievances are kept confidential. Although you may wish to seek support from friends or an advocate, it is very important to choose somebody who can help resolve the problem.

You can assist resolutions by:

- Addressing the issue within an appropriate time frame, rather than ignoring it (recommended within 48hours)
- Stating your concerns clearly and objectively, stating the facts
- Seeking a positive outcome
- Respectful listening and not to be reactive
- Controlling emotions

At Rapid Bay Primary School our commitment when someone raises a concern are:

- Listen to concerns with an open mind and seek to understand them
- Maintain confidentiality
- Resolve problems in ways that respect individuals and attempt to meet the needs of all concerned
- Communicate clearly, objectively and respectfully



Grievance Table

The grievance table is intended to be followed in sequential order.

Students with a grievance should	Parents with a grievance should	Staff with a grievance should
<p>At the beginning of the school year and then continually reinforced, students are taught strategies in dealing with issues or concerns.</p> <ol style="list-style-type: none"> 1. Talk to the person about the problem. Discuss the questions or concern you are having with that person directly and clearly state the problem and begin to discuss with an 'I' statement. e. g "I feel....when you....Please stop it" 2. You may wish to seek help from another person if you are feeling uncomfortable. If you would like support in finding a resolution you could ask for assistance by a friend, an SRC Rep, a Yard Support person, a teacher, Pastoral Care Worker or your parent/s. 3. Ask a teacher to help you solve the problem. You need to tell the teacher everything and they will assist in supporting you find possible solutions. 4. Refer to the Stone Wall near library during break times for assistance in a restorative process and for some reflection time. 5. If you feel the issue is not resolved you may wish to address your concerns with your Principal. 	<ol style="list-style-type: none"> 1. Contact relevant staff member and arrange a mutually convenient time to discuss the issue. Be sure to state the problem clearly and objectively. 2. All stakeholders to ensure they are fair, honest and calm. 3. Let the person know of your concerns. Listen and discuss possible outcomes. 4. Understand that some issues may be more complex and require additional time, follow up or information. 5. If your grievance is unresolved or you feel you require Site Leadership support, please fill in the online complaints/concerns form, and a member of leadership will respond within 2 working days. <i>(if you cannot access the internet, a hard copy of the complaints/concern form is available at the front office)</i> 6. If you are still unhappy you can contact the Department for Education Complaint Unit 1800 677 435 	<ol style="list-style-type: none"> 1. Arrange a mutually convenient time to speak with the person concerned inform them of topic for discussion. 2. Allow reasonable time for the issue/concern to be addressed. 3. If the grievance is not addressed, you may opt to speak to your Line Manager, PAC member or AEU subbranch secretary. 4. If your grievance is unresolved or you feel you require support from the Principal, please fill in the online complaints/concerns form. The issue or concern will be formally documented, and the Principal will respond within 2 working days. 5. If you are still unhappy you can contact the Department for Education Complaint Unit 1800 677 435



Grievance Flow Chart

Any minor concerns relating to classroom or curriculum, please send a brief email or seesaw in the first instance to the relevant staff member.



Any moderate to serious concerns relating to classroom or curriculum, please arrange to meet with the relevant staff member.



If the above issues or concerns are not resolved, please lodge a formal written concern/complaint using the online complaints/concerns form



All lodged concerns/complaints will be assessed by the Leadership Team and a response provided within 2 working days.



If unsatisfied with a response or out come you can lodge a formal complaint to the Education Complaint Unit 1800 677 435

For any issues or concerns regarding administration or policy, please raise it with a member of the Front Office Staff - they will be able to guide you in the right direction.



If the above issues or concerns are not resolved, please lodge a formal written concern/complaint using the online site concern/complaint form.



Depending on the issue or concern, it will either be assessed by Governing Council or a member of the Leadership Team.
Governing Council - for issues or concerns regarding policy or community.
Leadership - for issues or concerns at a systems/managerial level.



Issues or concerns raised to Governing Council will be discussed at a Governing Council Meeting held in weeks 4&8 of each term and then a formal response will be provided.
Issues or concerns raised at a Leadership level will be responded to within 2 working days.



If unsatisfied with a response or outcome you can lodge a formal complaint to the Education Department Complaint Unit 1800 677 435