

GRIEVANCE PROCEDURE POLICY

The following is a set of guidelines to assist parents, students and staff in the successful resolution of grievances, which may arise throughout the year.

Principles of our policy:

- Everyone should be treated with respect
- Confidentiality should be maintained at all times

GRIEVANCE PROCEDURES FOR STUDENTS

1. Solve it yourself by speaking to the person(s) concerned.
2. If the problem is still continuing, speak to an adult you trust, this may be a teacher or parent.
3. If still unresolved contact the adult again.
4. After Steps 1, 2, 3 if the problem is still not resolved contact the Principal or Assistant Principal.

GRIEVANCE PROCEDURES FOR STAFF

1. Speak to the person concerned.
2. If the problem is still continuing approach a colleague to assist with problem. This could be Grievance Officer or members of the PAC (where appropriate). Ask for their support in addressing the grievance by: speaking to the person involved on your behalf, monitoring the situation, investigating your concern, acting as a mediator.
3. If the grievance is not resolved speak to the Principal.
4. If the issue is not resolved within a reasonable time arrange a time to speak to the Education Director.

GRIEVANCE PROCEDURES FOR PARENTS (more information overleaf)

1. Make an appointment to meet with the teacher.
2. If the issue is unresolved, make an appointment with the Principal, Vince Mulkerin or Deputy Principal, Mary Arnold or Assistant Principal for the Intensive English Program, Birgit Lucas. Phone 8278 7182 for an appointment.
3. If the issue still remains unresolved you can contact the DECD Parent Complaint Unit. Phone 1800 677 435, or e-mail – dec.d.educationcomplaint@sa.gov.au or access the information from our web site; www.bellevueps.sa.edu.au

NB Where the grievance lies with the Principal, contact the Education Complaint Unit on 1800 677 435

THINGS THAT DO HELP INCLUDE:

- Checking out the facts straight away with the person/s most likely to know, so that misunderstandings and rumours can't get started.
- Recognising that there is always another side to the issue (or indeed several sides depending on how many people are involved).
- Asking a trusted friend to go with you to check out or discuss a problem if you feel you need support.
- Being clear about the 'next step' if you feel your first attempts haven't been successful.
- Maintaining confidentiality.

THINGS THAT DON'T HELP INCLUDE:

- Talking about it with others who don't have all the information either (that's how rumours start!).
- Acting as if there is only one side to an issue.
- Forgetting that the 'other people' have feelings too.

FURTHER INFORMATION FOR PARENTS

Issues or concerns that you, as parents may have regarding your child's education are most effectively dealt with if they are raised in the following ways

General school matters such as the timing of Sports Days, or comments about school policies, facilities etc are most appropriately addressed through the appropriate School Committees, Governing Council, Key Staff Members or the Principal.

All personal matters such as concerns regarding student, parent or staff relationships should be raised directly with the school through the Class Teacher or Principal in a confidential manner.

The following guidelines may assist you if you have a concern:

1. Make an appointment to talk to the classroom teacher involved. (This makes the most productive use of the time available - when the teacher is free to give you his/her full attention.) If you consider that the issue you have raised is still unresolved - it is important that you state this to the teacher at the conclusion of the meeting.
2. If the issues are not resolved, make an appointment with the Principal or Assistant Principal. Let them know what subject you wish to discuss, as this will facilitate the process. Results of this meeting will include the following:
 - a record of the issue will be recorded and notes taken during the meeting will give a clear indication of the discussion
 - a follow up letter will be given to the complainant based on the notes taken at the meeting
 - an agreed course of action which is documented and monitored
 - further discussions with the people involved occur
 - outside support for the child, school or family may be sought eg Social Worker, Guidance Officer.
3. Allow time for any recommendations and actions to occur.
4. If after Steps 1 - 3 you are still dissatisfied contact the Education Complaint Unit on 1800 677 435 or email decd.educationcomplaint@sa.gov.au.

It is important that these grievances are kept confidential, and although at times you may wish to seek support from friends or an advocate, it is very important to do this wisely. When the matter is discussed in the student's hearing, it is important that the student understands that you have confidence that the issue will be resolved confidentially, at the school level. Criticism of the school or teacher does not support the child's education as it undermines trust and confidence. The school can only deal with issues that are raised in the ways outlined above, if we do not receive information then we assume that all is well.