

# BUTE SCHOOLS GRIEVANCE PROCEDURES

Good relationships within the school community give children a greater chance of success.  
However, in the event of a grievance, the following guidelines may be used.

## Principles of our policy:

- ◆ Everyone should be treated with respect.
- ◆ We use principles of **Restorative Practice** to clarify and resolve situations.
- ◆ Meetings to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner.
- ◆ The school can only deal with concerns raised by following the Grievance Procedure Guidelines. If we are not approached about concerns, then we assume that all is well.

<b><u>STUDENTS</u></b> <small>with a grievance:</small>	<b><u>PARENTS/CAREGIVERS</u></b> <small>with a grievance:</small>	<b><u>STAFF</u></b> <small>with a grievance:</small>
<p><b>Steps:</b></p> <ol style="list-style-type: none"> <li>1. Try to sort out the immediate problems by using problem-solving strategies taught in class, i.e. ignore the person bothering you and walk away, explain that “I don’t like it when... I would like you to stop... If you don’t stop I will have to ask a teacher to help...”</li> <li>2. If the problem continues see the teacher immediately so they may help <b>you</b> to resolve the issue. Parents/Caregivers may be notified, depending on the level of the grievance.</li> <li>3. If the problem remains, talk to your Parents/Caregivers, Teacher, Principal or SSO about the problem so they may help you resolve the issue.</li> <li>4. If you feel uneasy about trying to solve the problem, speak to someone with whom you feel comfortable to help you with your predicament.</li> <li>5. If the issue remains unresolved, Parents/caregivers and the Principal will work together to develop appropriate strategies.</li> <li>6. Outside agencies may need to be contacted, ie Mandatory Reporting, FamiliesSA, Guidance</li> </ol>	<p><b>Steps:</b></p> <ol style="list-style-type: none"> <li>1. Contact the Principal to arrange a time to speak to the relevant staff member about your concern, bearing in mind that you have one side of the issue. Direct issues about a child other than your own, to the class teacher or the Principal.</li> <li>2. An advocate may assist in raising an issue. e.g. Governing Council or Parent Club member</li> <li>3. <b>Please do not enter</b> a class or the office about a major grievance without <b>prior arrangement</b>.</li> <li>4. The grievance needs to be kept confidential by the school and the Parents/Caregivers.</li> <li>5. Allow an agreed timeframe for the issue to be addressed.</li> <li>6. If the grievance is not sorted out to your satisfaction arrange to speak with the Principal.</li> <li>7. If you are still unsatisfied with the outcome after completion of the above steps, please arrange a time to discuss the issue with personnel from the Regional Office of the... <u>Yorke and Mid –North Region</u></li> </ol> <p style="text-align: center;">Clare Regional Office, 157 Main North road, Clare SA 5453 Ph:88412000</p>	<p><b>Steps:</b></p> <ol style="list-style-type: none"> <li>1. Arrange a time to speak to the person concerned.</li> <li>2. Allow reasonable time for the issue to be addressed.</li> <li>3. If the grievance is not resolved, speak to your Principal, line manager or grievance contact to assist in settling the grievance. i.e. OHS&amp;W Rep, Union Rep</li> <li>4. An advocate may assist in raising an issue on your behalf, monitoring the situation, investigating your concerns or acting as a mediator in a meeting about the issue.</li> <li>5. If, after following the above steps, the issue remains unresolved within the reasonably agreed time, arrange to speak with personnel from the Regional Office of the... <u>Yorke and Mid –North Region.</u></li> </ol> <p style="text-align: center;">Clare Regional Office, 157 Main North road, Clare SA 5453 Ph:88412000</p>

**NOTE:** Parents/Caregivers with a grievance about school POLICY should:

- ◆ Arrange a meeting time with the Principal to discuss specific concerns.
- ◆ Allow reasonable time for the issue to be addressed.
- ◆ If you are still unhappy, please arrange a time to resolve the issue with personnel from the Regional Office of the Yorke and Mid –North Region, Clare Regional Office – 88412000, Kadina - 88280513, Pirie – 86381807