RESPECTFUL RELATIONSHIPS WITHIN THE SCHOOL COMMUNITY GIVE CHILDREN A GREATER CHANCE OF SUCCESS. HOWEVER IN THE EVENT OF A GRIEVANCE, THE FOLLOWING GUIDELINES SHOULD BE USED.

FOR FURTHER DETAIL REFER TO THE DEPARTMENT’S DOCUMENTS - “GRIEVANCE PROCEDURES FOR EMPLOYEES” AND THE “GRIEVANCE RESOLUTION POLICY”, “PARENT GUIDE TO RAISING A COMPLAINT”, “PARENT COMPLAINT POLICY”.

PRINCIPLES OF OUR POLICY:

- EVERYONE SHOULD BE TREATED WITH RESPECT.
- MEETINGS TO DISCUSS GRIEVANCES WILL BE SUSPENDED IF ANY PERSON(S) BEHAVES IN AN INSULTING, OFFENSIVE OR AGGRESSIVE MANNER.

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<tr>
<th>STUDENTS</th>
<th>PARENT(S)/CAREGIVER</th>
<th>TEACHERS</th>
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<td>WITH A GRIEVANCE SHOULD</td>
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| Do any or all of the following as required | STEPS:-
1. Arrange a time to speak to the relevant teacher(s) about the problem
2. At this arranged meeting, speak with the teacher about the issue.
3. Allow a reasonable timeframe for the issue to be addressed and seek feedback on what actions have been taken
4. If the grievance is not addressed arrange a time to speak with the Principal/Deputy Principal
5. If you are still unhappy, you may arrange a time to speak with the Educational Director. The office will aim to resolve your concern or complaint within 20 working days
6. The Education Complaints Unit has a dual function
   - To provide advice and support to parents about their concern or complaint
   - To objectively review complaints that have not been resolved at the school or regional level.
   You can contact the unit’s hotline 1800 677 435 at anytime to discuss your concern, or complaint or to seek advice about solving school problems. | STEPS:-
1. Arrange a time to speak to the person concerned
2. Allow reasonable time for the issue to be addressed
3. If the grievance is not resolved, speak to -
   - Your Principal/Line Manager
   - A nominated grievance contact
   - WHS Representative
   - Racist/Sexual harassment contact
   - Union Representative
   - PAC (where appropriate)
   Ask 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
4. If the issue is not resolved within a reasonable time arrange a time to speak to the Educational Director

A MEETING SHOULD ALWAYS BE ARRANGED FOR A RESPECTFUL DISCUSSION OF A GRIEVANCE.
PLEASE DO NOT ENTER SCHOOL, CLASSROOMS OR OFFICES ABOUT A MAJOR GRIEVANCE WITHOUT PRIOR ARRANGEMENT.

Reviewed May 2010; Reviewed March 2011; March 2012, 2014 Ratified by Gov Council June 2014
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