



At Thiele Primary School we believe that good relationships between the school and its community give children a greater chance of success.

However in the event of a grievance, the following guidelines may be used.

(For further details refer to the Department's documents – "Grievance Procedures for Employees" and the "Grievance Resolution Policy".)

#### Principles of our policy.

- Everyone should be treated with respect.
- Meetings to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner.
- Confidentiality is of the utmost importance at all times.

<b>STUDENTS</b> with a grievance should	<b>PARENTS</b> with a grievance should	<b>TEACHERS</b> with a grievance should
<p>STEPS:-</p> <ol style="list-style-type: none"> <li>1. Talk to the person about the problem.</li> <li>2. Talk to a teacher / S.S.O. about the problem at an appropriate time.</li> <li>3. If you feel uncomfortable, speak to someone, 'who you feel comfortable with.'</li> <li>4. If issue unresolved speak to your parent(s) caregivers.</li> <li>5. If the problem still exists, talk to the Deputy or Principal, and you may like someone else to join you too.</li> </ol>	<p>STEPS:-</p> <ol style="list-style-type: none"> <li>1. Arrange a time to speak to the relevant teacher(s) about the problem.</li> <li>2. <b>Please Do Not</b> enter school classrooms or offices about a major grievance to see staff without <b>prior</b> arrangement.</li> <li>3. Let the teacher know what you consider to be unjust or unfair action.</li> <li>4. Allow reasonable timeframe for issue to be addressed.</li> <li>5. If the grievance is not addressed arrange a time to speak with the Principal.</li> <li>6. If you are still unhappy, please arrange a time to resolve the issue with District Director.</li> </ol>	<p>STEPS:-</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 issue to be addressed.</li> <li>3. If the grievance is not resolved, speak to -             <ul style="list-style-type: none"> <li>• your Principal/Line Manager</li> <li>• a nominated grievance contact person                 <ul style="list-style-type: none"> <li>- OHS&amp;W rep</li> <li>- Racial/Sexual harassment contact/grievance officer</li> <li>- Union rep.</li> <li>- PAC (where appropriate)</li> </ul> </li> </ul> <p><i>Ask their 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> </li> <li>4. If you are unhappy arrange a time to speak to the District Director.</li> </ol>

Note: Parent(s) with a grievance about School Policy

- Arrange a meeting time with the Principal to discuss your concern.
- Allow reasonable time frame (eg a week) for the issue to be addressed.
- If you are still unhappy arrange a time to resolve the issue with the District Director.