



Grievance Procedures

At Hallett Cove South Primary and Preschool we believe that a safe and supportive school community is based around positive and respectful relationships.

When grievances arise, they are to be managed in line with this procedure based on our school values which include care, respect and safety.

It is essential that parents/caregivers do not directly approach students with any concerns. Student matters must be followed up through staff.

Principles of our policy:

- Everyone should be treated with respect.
- It is everyone's responsibility to offer to support an aggrieved person to follow these procedures.
- Meetings to discuss grievances should be suspended if any person(s) behave in an insulting or offensive manner.

If you have a grievance or concern, please follow the following steps:

STUDENTS	PARENTS
<p>STEPS:</p> <ol style="list-style-type: none"> 1. Talk to the person about the problem if it is safe to do so. 2. Share your concern with a friend you trust. 3. Talk to a staff member you trust about the problem at an appropriate time. 4. If the matter is unresolved, speak to your parent/caregiver. 5. If the matter remains unresolved, you and/or your parents will speak with the Principal. 	<p>STEPS:</p> <ol style="list-style-type: none"> 1. Arrange a time to speak to the relevant teacher(s) about the problem and complete the Grievance Report. <i>(support available if required)</i> 2. Please do not enter school classrooms or offices to see staff about a grievance without an appointment. 3. Let the teacher(s) know what you consider to be unjust or unfair action. 4. Allow a reasonable timeframe for the matter to be addressed. 5. If the matter is not addressed arrange a time to speak with the Principal. 6. If you are still unsatisfied with the action taken by the Principal, arrange a time to resolve the issue with the Education Director.