

Grievance Procedures Email: dl.0563_info@schools.sa.edu.au

Context:

Lake Wangary Primary School prepares students for effective participation in society by providing a broad and balanced education in a safe, supportive and stimulating environment.

We Value:

- Our positive learning environment for students
- Strong student/parent/staff relationships
- A safe working environment for staff and volunteers

We Acknowledge:

- That parents and the community have a range of concerns and have the right to discuss these.

Roles and Expectations:

Parents & Students can Expect

- A safe learning and care environment.
- Broad, balanced and stimulating curriculum.
- Information about all aspects of students' education.
- Information about school policies and procedures.
- Opportunities to put their point of view and express opinions or concerns.
- To be treated fairly and equitably.
- Opportunities to be involved and to participate in activities in the school.
- Clear accessible communication channels.
- Confidentiality

The School Expects

- Support for school policies and procedures e.g. behaviour management, uniform policy, attendance policy etc.
- Parents to treat staff with respect and to listen to their point of view.
- Parents to show confidence in the school and its policies and not to undermine the teacher/student trust and relationship.
- Concerns to be raised through the agreed channels and processes.
- Parents to understand that their requests may not be able to be agreed to and compromises may need to be made.
- Confidentiality to be maintained.

Confidentiality in Problem Solving

It is important that your concerns are kept confidential, and although at times you may wish to seek support from friends or an advocate, it is 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 a teacher does not support the child's education as it can undermine trust and confidence. Public criticism or criticism with in students hearing can lead to far more problems than it solves.

Similarly, staff are expected to keep concerns that have been raised confidential and must not discuss the issue in front of students. Staff also expect that matters can be resolved appropriately.

Student Grievances - The agreed process for raising concerns

If a student would like a problem solved they too have the right to have their concerns listened too. They should:

1. Think about how important it is. Is it really important or can I ignore it? Is it a once only problem or something that occurs all the time?
2. Talk to a friend or trusted adult. Ask them if they think you should do anything about it?
3. Talk to any teacher. It does not have to be your own teacher. Remember to tell this teacher the whole story – not just what you don't like.
4. If all this doesn't solve the problem then ask your parents to help you. They might arrange a meeting with the teacher or the Principal.

Always persist until the problem is solved, never give up

It is important that you talk with someone about your problems. There is always someone who cares. But, do not make complaints against people just because you have been in trouble or you did not like the consequences for doing something wrong. You could talk to someone if you think you were unfairly treated but not just because your teacher is strict.

Parent Grievances- The agreed process for raising concerns

1. Raise the matter with the school via telephone, diary, communication book etc.
2. Remember that you have one side of an issue, others may have another side.
3. Arrange to speak with the class teacher. Make an appointment so that the teacher will be free from classroom duties and able to give you their full attention.
4. If the issue is not resolved, make an appointment to see the Principal. If appropriate let the principal know what is going to be raised as this can save time later.

After the meeting you may need to

- Acknowledge that the suggested actions you would like may not be in the best interests of the school as a whole or may not be possible.
- Be prepared to monitor the situation with follow up meetings or phone calls.
- Consider involving the support of outside agencies such as a guidance officer or social worker.

If it is a policy issue, and not an individual case, you could go to Governing Council. Should you feel that the concern has still not been resolved, contact the Local Regional Director who will assist in trying to find a satisfactory solution.

You must have tried steps 1 to 4 before contacting the Assistant Regional Director.

SUMMARY OF STEPS

1. Contact the teacher or school.
2. Appointment with teacher
3. Appointment with Principal
4. Possible involvement of Governing Council
5. Contact Assistant Regional Director
6. Contact Parent Complaint Unit