

# Loxton Primary School



*Vision: Dream Believe Learn Achieve*

*Values: Belonging Caring Learning Persisting Respecting*

## GRIEVANCE PROCEDURE

Review Date: 2028

The staff at Loxton Primary School are committed to providing the best possible outcomes for students. For this to occur it is imperative that positive working relationships exist between all members of our school community. Clear lines of communication including a defined process for responding to and dealing with issues of concern contribute to this process.

### Confidentiality

Confidentiality is expected and will be maintained throughout the grievance process. It is important that all parties involved respect this expectation and ensure that information remains only with those directly involved in resolution processes.

### Guiding Principle of our Procedure

- Everyone involved in the process will be treated with respect.
- Meetings to discuss grievances will be suspended if any party behaves in an inappropriate way.

Students' Responsibilities	Parents'/Caregivers Responsibilities	Staff Responsibilities
<ol style="list-style-type: none"> <li>1. Stop and think about different ways to solve your problem.</li> <li>2. Talk to the person/people involved about the problem directly.</li> <li>3. Discuss the problem with your parent/caregiver.</li> <li>4. Talk to a teacher, Wellbeing Leader, Deputy Principal or Principal. They will help you resolve the issue and will inform your parent/caregiver.</li> <li>5. If you feel uncomfortable doing this, speak to a trusted friend or adult about the problem.</li> <li>6. If the problem is still not fixed keep telling someone who can help.</li> </ol>	<ol style="list-style-type: none"> <li>1. Alert the teacher to your concern via your child's communication book/diary or speak personally to your child's teacher.</li> <li>2. Arrange a suitable time to talk to the teacher or staff member about the issue or concern.</li> <li>3. Calmly discuss the issue or concern with the teacher or staff member. Staff will document the parent/caregiver concern or complaint using a Parent Complaint pro-forma if the issue cannot be resolved easily.</li> <li>4. Allow a reasonable timeframe for the issue to be addressed.</li> <li>5. If an issue is not addressed or resolved and you still hold concerns, arrange a time to speak to the Principal or Deputy Principal.</li> <li>6. If it is still unresolved contact the Customer Feedback team on 1800 677 435 or submit a form <a href="#">Feedback and complaints about a school or preschool   Department for Education (site.com)</a>.</li> </ol>	<ol style="list-style-type: none"> <li>1. Document your concerns.</li> <li>2. Arrange a time to meet with the person concerned.</li> <li>3. Allow a reasonable time for the issue to be addressed.</li> <li>4. If you feel the issue is not resolved: <ul style="list-style-type: none"> <li>- Speak to your Line Manager</li> <li>- Speak to the grievance contact person at the school</li> <li>- Speak to your WHS rep</li> <li>- Speak to your AEU rep (Where Appropriate)</li> <li>- Speak to PAC (Where Appropriate)</li> <li>- Speak to a peer advocate (ask for their support in speaking to the parties involved or act as a supporter or mediator at meetings)</li> </ul> </li> <li>5. If the issue remains unresolved and you continue to hold concerns, contact the Berri Education Office and speak with the <i>Education Director</i>.</li> </ol>

**Parent/Caregivers with a grievance about specific school procedure/policy are asked to:**

1. Arrange a time to speak with the Principal or Deputy Principal to discuss the concern.
2. Allow a reasonable time for the issues of concern to be addressed (24-48hrs)

If it is still unresolved contact the Customer Feedback team on 1800 677 435 or submit a form

[Feedback and complaints about a school or preschool | Department for Education \(site.com\)](#).

