



TBAS School Community Grievance Procedures

The following procedures are designed to assist in the resolution of student, parent and staff grievances. When you make time to speak to someone about a grievance, it is a good idea to inform them in advance of the issue so that they are better able to provide information at the time of your meeting. There are some grievances of a very serious nature, where a parent or student may need to approach the Principal or Assistant Principal directly, but most grievances in a school can be resolved before reaching that step.

We value: Trust, Respect, Achievement and Community

Principles of our policy:

- Everyone is treated with respect.
- All communication is respectful and individuals are not to be spoken about unkindly or unjustly through rumour or innuendo (this includes the use of social media).
- Meetings to discuss grievances will be suspended if any person(s) behave in a disrespectful manner.
- Confidentiality is central to the process.

Students	Parents	Staff
<p>Students should use this process when they do not feel safe or when they are concerned about something that is happening</p> <p>(At any time students are encouraged to discuss the issue with their Parent/Caregiver)</p> <ol style="list-style-type: none"> 1. Identify the issue 2. Talk to the person about the problem if you feel comfortable 3. Talk to a Teacher, SSO or Pastoral Care Worker and ask for their help 4. If the issue is unresolved speak to your Parent/Carer who will use the Parent Grievance Procedure 	<p>N.B. Parents should not approach other students directly.</p> <ol style="list-style-type: none"> 1. Make time to speak with the Teacher / Staff member involved and attempt to resolve the issue. <p>If the issue is not resolved -</p> <ol style="list-style-type: none"> 2. Make time to speak with a member of the Leadership Team. Discuss the issue and attempt to resolve the issue. <p>If the issue is not resolved -</p> <ol style="list-style-type: none"> 3. Parent Complaint Unit Ph: 1800 677 435 (free call) E: DECD.educationcomplaint@sa.gov.au <p>If the grievance is about School Policy:</p> <ol style="list-style-type: none"> 1. Arrange a meeting time with the Principal to discuss concern. 2. Allow reasonable timeframe for issue to be addressed 3. If still not resolved, contact Regional Education Director 	<ol style="list-style-type: none"> 1. If you feel comfortable, make time to speak to the staff member involved and attempt to resolve the issue 2. Allow reasonable timeframe for issue to be addressed <p>If the issue is not resolved -</p> <ol style="list-style-type: none"> 3. Make time to speak with your Line Manager/Principal and discuss the issue. Ask for their support in addressing the grievance by: <ul style="list-style-type: none"> • Speaking to the person involved on your behalf • Monitoring the situation • Investigating your concern • Acting as a mediator <p>If the issue is not resolved -</p> <ol style="list-style-type: none"> 4. Refer to DECD Complaint Resolution for employees or contact Regional Education Director.