



Tumby Bay Area 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 education.complaints@sa.gov.au Online feedback or complaint form <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.