



# FULHAM GARDENS PRIMARY SCHOOL

## GRIEVANCE PROCEDURES

### STAFF PARENTS STUDENTS

Good relationships within the school community provide:

- An effective learning and work environment.
- A greater chance of success for students.
- A climate of trust.
- Open communication.

In the event of a grievance at our school the following guidelines are recommended. For further details refer to the DECD Grievance Procedures for Employees' and the 'Grievance Resolution Policy'.

Principles of our Policy:

- Everyone should be treated with respect.
- Resolving conflict as soon as possible is important to maintain the climate of trust meetings to discuss grievances will be suspended if any person behaves in an insulting or offensive manner.

Students with a grievance:	Parents / Caregivers with a grievance:	Staff with a Grievance:
<p>❖ Choose if</p> <ul style="list-style-type: none"> <li>• He/she is able to solve the problem <i>safely</i> her/himself.</li> <li>• He/she needs the help of another student.</li> <li>• He/she needs to make a time to speak to the teacher.</li> <li>• He/she needs to tell someone in his/her family to ask for advice and strategies for solving the issue.</li> </ul> <p>These strategies include:</p> <ul style="list-style-type: none"> <li>• Arranging a time to speak with the person with whom he/she has the concern.</li> <li>• Letting the person know what he/she considers to be unfair.</li> <li>• Telling the teacher, or speak to someone else if the problem is not addressed.</li> </ul> <p>He/she can also arrange a time to speak to the Principal if needed.</p>	<p><b>(This sequence is recommended )</b></p> <ul style="list-style-type: none"> <li>• Arrange a time to speak with the relevant teacher/s about the problem.</li> <li>• <i>Please do not enter a classroom or office about a major grievance without making an appointment.</i></li> <li>• Let the teacher know what you consider to be the issue.</li> <li>• Allow a reasonable timeframe for the issue to be addressed.</li> <li>• If the grievance is not addressed tell the teacher you are going to speak to the Principal.</li> <li>• Arrange a time to speak with the Principal.</li> <li>• If you are not happy with the outcome please arrange a time to speak with the Regional Director or their assistant.</li> </ul> <p>➤ <b>NOTE: A parent with a grievance about <u>school policy</u> should:</b></p> <ul style="list-style-type: none"> <li>• Arrange a meeting time with the Principal to discuss the concern.</li> <li>• Allow a reasonable time frame for the issue to be addressed at school.</li> </ul>	<ul style="list-style-type: none"> <li>• Arrange a time to speak with the person concerned.</li> <li>• Agree on a time for the issue to be addressed.</li> <li>• Consider seeking information and support from:               <ul style="list-style-type: none"> <li>➤ Your Principal or line manager</li> <li>➤ A nominated grievance contact</li> <li>➤ H&amp;S representative</li> <li>➤ Union representative</li> <li>➤ PAC member</li> </ul> </li> </ul> <p><i>Ask their support in addressing the grievance by:</i></p> <ul style="list-style-type: none"> <li>• Speaking to the person involved on your behalf</li> <li>• Monitoring the situation</li> <li>• Investigating your concern</li> <li>• Acting as a mediator</li> </ul> <p>If the issue is not resolved within the designated time speak to the Regional Director.</p>

**The role of Governing Council is to provide advice and comment on whole school issues not individuals.**

**Governing Council provides advice to the Principal.**

