



## Grievance Policy as at 2017

Our school has a commitment to providing a safe, supportive learning environment, which fosters collaborative relationships. Therefore, we believe that when a member of our school community has a grievance about any aspect of schooling, the issue needs to be resolved promptly in ways which are respectful of all the parties involved.

Confidentiality is essential in resolving issues and may be a legal requirement.

The usual procedure in addressing a grievance in the first instance is to calmly approach the person with whom you have a grievance to discuss the issue.

It is unlawful for any form of victimisation to occur as a result of a grievance process.

The following guidelines outline a process for raising and resolving grievances.

### Students / Parent

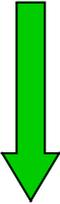
- Talk to the person (who you have a grievance with), about your issue or concerns.
- Explain the grievance to a teacher, include who was involved, what you did and what you believe was unfair. You may bring someone with you for support.
- Decide on a plan of what will happen.
- If you feel the grievance has not been resolved let the teachers know that you will be speaking to someone else.
- Arrange to speak to the Principal, Deputy or Assistant Principal
- Contact the Education Complaint Line on 1800 677 435 or email [DECD.EducationComplaint@sa.gov.au](mailto:DECD.EducationComplaint@sa.gov.au)
- Should your query not be resolved via the above steps, contact can be made with the SA Ombudsman on  
Toll Free 1800 182 150  
Phone 8226 8699  
[email—ombudsman@ombudsman.sa.gov.au](mailto:email—ombudsman@ombudsman.sa.gov.au)  
visit [www.ombudsman.sa.org.au](http://www.ombudsman.sa.org.au) for more information



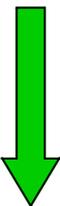


If you have a grievance with another person in our school, it is important that it is resolved promptly and in a way that is respectful to all people involved.

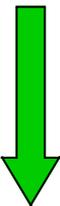
For students, following are guidelines which outline the process for raising and resolving a grievance.



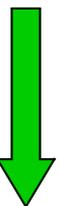
Talk to the person (who you have a grievance with), about your issue or concerns



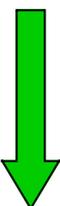
Explain the grievance to a teacher, include who was involved, what you did and what you believe was unfair. You may bring someone with you for support.



Decide on a plan of what will happen.



If you feel the grievance has not been resolved let the teacher know that you will be speaking to someone else.



Arrange to speak to the Principal, Deputy or Assistant Principal