



GAWLER AND DISTRICT COLLEGE B-12 GRIEVANCE PROCEDURES

The school community of Gawler and District College B-12 are committed to providing the best possible educational outcomes for our children. For this to occur it is imperative that positive working relationships exist between all school community members. Clear lines of communication including a defined process for dealing with issues of concern contribute to this process.

Principles of our policy.

- Confidentiality will be maintained at all times
- Everyone should be treated with respect.
- Meetings including telephone calls to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner.

Note: *Grievances between individuals are to be addressed within a short timeframe (eg 48 hours, by the end of the week) or laid to rest.*

The following grievance procedures are provided to support staff, students, parents and the community to resolve concerns. They should enhance the school environment and assist the learning outcomes for students.

Students with a grievance should	Parent(s) and Caregiver(s) with a grievance should	Staff with a grievance should
<p>Steps:</p> <ol style="list-style-type: none"> 1. Talk to the person about the problem. 2. Talk to a trusted friend, staff member and parent about the problem and decide a way forward. 3. If you feel uncomfortable, speak to a trusted staff member at the school. 4. If the problem still persists ask to talk to the Principal, Sub-School Heads, Year Level Manager or Inclusion and Wellbeing Senior Leader. 5. If the issue is unresolved, speak to your parents or caregivers. 	<p>What to do first:</p> <p>Arrange a time to speak to the relevant teacher(s) about the problem. Please meet the staff member(s) at the Front Office prior to the meeting. A leadership team member may also attend this meeting.</p> <p><u>If the issue is with a student of the school all adults must approach a staff member to address the concern</u></p> <p>Steps:</p> <ol style="list-style-type: none"> 1. Let the teacher know what you consider the issue. 2. Allow a reasonable time frame to address the issue 3. If you feel the grievance is not resolved, arrange a time to speak with the Principal or Sub-School Head. 4. If you are still unhappy, please arrange a time to speak with the Regional Director (85220913) 5. If you are still dissatisfied you may wish to direct concerns to the DECD Parent Complaint Unit 1800 677 435 	<p>Steps:</p> <ol style="list-style-type: none"> 1. Critically reflect – write down your concerns. 2. Arrange a time to speak to the person concerned. 3. Allow a reasonable time frame to address the issue. 4. If the grievance is not resolved speak to: <ul style="list-style-type: none"> • Your Principal / Line Manager • A nominated grievance contact • WHS Representative • Union representative • PAC (where appropriate) <p>Ask their support in addressing the grievance by:</p> <ul style="list-style-type: none"> • Speaking to the person involved on your behalf • Monitoring the situation • Investigating your concern • Acting as a mediator <ol style="list-style-type: none"> 5. If the issue is not resolved within a reasonable time arrange a time to speak with Regional Director (85220913)
<p>Note: Parent(s) and Caregiver(s) with a grievance about School Policy should:</p> <ul style="list-style-type: none"> • contact a School/Governing Councillor to discuss the matter • arrange a meeting time with the Principal to discuss their concern • allow reasonable time frame for issue to be addressed • arrange a time to discuss the issue with the Regional Director if unresolved • if you are still dissatisfied you may wish to direct concerns to the DECD Parent Complaint Unit 1800 677 435 		