



East Adelaide School Grievance Procedures 2016

At East Adelaide School we are all members of a community who inspire learners to be compassionate, creative and engaged citizens for the future. We expect all students to learn and play in a safe environment that is free from harassment or bullying.

Our values of Respect, Responsibility, Relationships and Resilience reflect the school's high expectations of students, supporting them to become responsible community members.

Positive relationships between our school and the community provides effective communication ensuring issues are resolved promptly. When issues arise, the following guidelines may assist to resolve them.

It is important that grievances are kept confidential for positive working relationships to be restored.



STUDENT(S)

1. Talk to the person about what is upsetting you and tell them to stop the behaviour.
2. Talk to a teacher who can support you to resolve the issue.
3. Talk to a member of the leadership team who can also support you to address the issue.
4. Inform your parent(s)/caregiver(s) so that they can talk to your teacher.
5. Inform your parent(s)/caregiver(s) so that they can talk to a member of the leadership team.

PARENT(S)/CAREGIVER(S)

1. Arrange a time to speak to the relevant teacher(s) about the issue at a mutually convenient time to ensure that adequate time is set aside to address the problem.
2. Let the teacher know what you consider to be the issue.
3. Allow a reasonable time frame for the problem to be addressed.
4. If the grievance is not addressed make an appointment with the Principal, Deputy or Senior Leader. Let them know details about the problem as they may need to gather information.
5. If you are not satisfied that your complaint has been resolved by the school you may contact the DECD Parent Complaint Unit on 1800 677 435.

www.decd.sa.gov.au/docs/documents/1/ParentComplaintBrochure.pdf

TEACHER(S)

1. Arrange a time to speak to the person concerned.
2. Allow reasonable time for the issue to be addressed.
3. If the grievance is not resolved speak to your Principal/ line manager or nominated grievance contact (WHS, AEU or PAC).
4. Ask the support personnel to speak to the person involved on your behalf, monitor the situation, investigate your concern and/ or act as a mediator.
5. If you decide to lodge a formal complaint refer to the 'DECD Complaint Resolution for Employees Procedure'.
http://www.decd.sa.gov.au/hrstaff/files/links/DECS_COMPLAINT_RESOLUTION.pdf
6. If the issue is unresolved you may contact the Education Director, Greg Petherick (Phone Felixstow Office on 8366 8864).

