

Grievance Procedures LOBETHAL PRIMARY SCHOOL

At Lobethal Primary School we encourage restorative practices and conflict resolution. We pride ourselves in maintaining positive relationships between the school, students and our community to provide our students with a safe and respectful learning environment. However, in the event of a grievance, the following guidelines may be used.

Principles of our policy:

- ✓ We communicate authentically, and listen to others before expressing our viewpoint
- ✓ We follow the DfE *Code of Ethics*, and act with honesty and truthfulness
- ✓ We strive for a positive workplace culture through raising morale, taking responsibility, and being solution focused

STUDENTS with a grievance should:	PARENTS with a grievance should	STAFF with a grievance should
<ol style="list-style-type: none"> 1. Talk to the person about the problem 2. Talk to any staff member about the problem at an appropriate time 3. Arrange a meeting with the principal or student wellbeing leader to discuss the issue 4. If the issue is unresolved, speak to your parents/caregivers 5. Expect the issue to be addressed as quickly as possible within a reasonable timeframe 	<ol style="list-style-type: none"> 1. Arrange a time to speak to the relevant teacher(s) about the problem 2. If dissatisfied, make an appointment with the Student Wellbeing Leader 3. If dissatisfied, make an appointment with the principal -this could be followed up with a phone call at a later stage to monitor the situation -further discussion with all parties concerned -organising external DfE support services for family/student 4. If the problem is still apparent a further meeting will be arranged between parents, teacher and principal. 5. Contact DfE Customer Feedback Unit (CFU) on 1800 677 435 – they will provide additional advice and support to parents and will review complaints that have not been resolved at the school. 6. If parents are still dissatisfied contact the Ombudsman at www.ombudsman.sa.gov.au 	<ol style="list-style-type: none"> 1. Arrange a time to speak to the person concerned, within 24 hrs 2. Seek out support from a trusted colleague 3. If the grievance is not resolved, speak to: -your principal/line manager -Union Rep -PAC (where appropriate) -EAP -OHS&W rep 4. Ask their support in addressing the grievance by: -speaking to the person involved on your behalf -monitoring the situation -investigating your concern -acting as a mediator 5. Expect that the issue will be address as quickly as possible.