



## GRIEVANCE PROCEDURE

Positive relationships within the school community are central to the operation of EPS because they shape the attitudes and satisfaction levels of students, parents and teachers. Positive relationships are underpinned by clear, timely and sensitive communication. This reduces misunderstandings or ensures that they can be addressed in a supportive manner. In the event of a grievance (i.e. an issue that is not readily resolved), the following guidelines should be used. Bear in mind that documentation is usually part of this process.

### Principles of our policy.

- Individuals take responsibility to air their grievance in the correct forum
- Everyone is treated with respect
- All parties actively listen to others views
- We all expect to reach commonly accepted agreements

| <b>STUDENTS</b><br>with a grievance should  | <b>PARENT(S)/CAREGIVER</b><br>with a grievance should   | <b>STAFF</b><br>with a grievance should   |
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| <p><b>STEPS:</b></p> <p>All students are encouraged to talk with their teacher about significant grievances. Other processes can include:</p> <ol style="list-style-type: none"> <li>1. If it is a bullying issue, follow the Make a 'Stand Against Bullying' brochure (available in the Front Office and on our website, <a href="http://www.edwardps.sa.edu.au">www.edwardps.sa.edu.au</a> and follow these steps:               <ol style="list-style-type: none"> <li>a. Ignore or tell them to stop</li> <li>b. If the problem persists or you feel frightened or unsafe tell a teacher or ask for a conference</li> <li>c. Talk to an adult in the Front Office</li> </ol> </li> <li>2. If there is a grievance that does not involve bullying, talk with a staff member who can support you to discuss and resolve the issue.</li> </ol> | <p><b>STEPS:</b></p> <ol style="list-style-type: none"> <li>1. Arrange a time to speak to the relevant staff member/s about the problem. Let the teacher know what you consider to be the issue.</li> <li>2. Allow a reasonable time for the issue to be addressed. This gives teachers time to consider the issue, investigate it and follow up in a sensitive and appropriate way.</li> <li>3. If the grievance is not addressed adequately, arrange a time to speak with the Principal or Deputy Principal (8293 2753).</li> <li>4. If the matter is unresolved, please call Parent Complaints Unit on 1800 677 435.</li> <li>5. If it is still unresolved then parents can go to the S.A Ombudsman on 1800182150</li> </ol> | <p><b>STEPS:</b></p> <ol style="list-style-type: none"> <li>1. Arrange a time to speak to the person concerned and let them know what you consider to be the problem.</li> <li>2. Allow a reasonable time for the issue to be addressed.</li> <li>3. If the issue is not resolved, speak to the Principal, Deputy Principal or AEU rep.</li> <li>4. If the issue is unresolved, advice could be sought from the AEU on 8272 1399 or a personnel counsellor on the DECS Employee Assist Program hot line, 1300 687 327 (24 hours a day, 7 days a week).</li> <li>5. If the issue is not resolved within a reasonable time, at the school level, arrange a time to speak to the Education Director</li> </ol> |

School staff could refer to the document "Complaint Resolution for Employees" on the following website [DECD.EducationComplaint@sa.gov.au](mailto:DECD.EducationComplaint@sa.gov.au)

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