

## Angaston Primary School Grievance Procedures

At Angaston Primary School we support the right of any member of the school community to have issues and concerns addressed.

The usual procedure to be followed in addressing a grievance is, in the first instance, to approach the person with whom you have the grievance. However, if you feel you are unable to do this, you may like to consider the following set of guidelines.

When raising a concern staff parents, students and volunteers are expected to:

- treat each other with respect, courtesy and maintain confidentiality
- raise the concern as soon as possible
- provide complete and factual information
- act in good faith to achieve an outcome acceptable to all parties
- have realistic and reasonable expectations about the course of action required to resolve the concern

Students	Parents	Staff	Volunteers
<p>Let the person know what you consider to be your concern.</p> <p>If the grievance is not addressed let the person know you will be speaking to someone else.</p> <p>Arrange a time to speak to someone in the school leadership team e.g. Principal, Deputy Principal.</p> <p>Discussing your concern with your parents is an important part of this process.</p>	<p>Arrange a time to speak to the person concerned.</p> <p>Let the person know what you consider to be your concern.</p> <p>If the grievance is not addressed let the person know you will be speaking to someone else.</p> <p>Arrange a time to speak to someone in the school leadership team, e.g. Principal, Deputy Principal.</p> <p>Your concern will be resolved ideally within fifteen days.</p> <p>If you are still dissatisfied, you may wish to direct concerns to DECD Parent Complaint Unit 1800 677 435</p>	<p>Arrange a time to speak to the person concerned.</p> <p>If the grievance is not addressed speak to your line manager or trusted colleague and ask for their support in addressing the grievance by speaking to the person involved.</p> <p>If the grievance has still not been resolved speak to someone in the leadership team.</p> <p>If you are still dissatisfied approach the Education Director who will try and assist you to resolve the situation (85220900)</p>	<p>Arrange a time to speak to the person concerned.</p> <p>Let the person know what you consider to be your concern.</p> <p>If the grievance is not addressed let the person know you will be speaking to someone else.</p> <p>Arrange a time to speak to someone in the leadership team.</p> <p>If you are still dissatisfied approach the Education Director who will try and assist you to resolve the situation (85220900)</p>