

## KEITHCOT FARM PRIMARY SCHOOL

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Principal: Derek Gallamore

### **KEITHCOT FARM PRIMARY SCHOOL – GRIEVANCE RESOLUTION POLICY**

We aim to provide a clear procedure to enable all school stakeholders to voice their grievances and seek appropriate resolution.

#### **RATIONALE:**

- Effective relationships within the school community provides the best educational opportunities.
- Our school has both a responsibility to ensure that high standards of conduct are maintained by learners, parents/caregivers and staff at all times.
- Grievances will be managed and resolved fairly and effectively in accordance with the Department for Education policies and procedures.

#### **ROLES / RESPONSIBILITIES OF MEMBERS OF THE SCHOOL COMMUNITY**

All members of our school community have a responsibility to contribute positively by adhering to the grievance procedures and allow time for this to occur. Support may be provided in a variety of ways including:

<ul style="list-style-type: none"><li>• Speaking to the person / people involved on your behalf</li><li>• Monitoring the situation</li></ul>	<ul style="list-style-type: none"><li>• Investigation of your concerns</li><li>• Acting as a mediator</li><li>• Seeking other intervention / assistance</li></ul>
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### **PROCEDURES**

<b><u>CHILDREN with grievances will:</u></b>	<b><u>PARENTS/FAMILIES with grievance will:</u></b>	<b><u>STAFF[&amp;VOLUNTEERS] with a grievance will:</u></b>
<ul style="list-style-type: none"><li>• Talk to the person in a respectful way – ask them to control their own behaviour.</li><li>• If not resolved ask a trusted person to help.</li><li>• Talk to a teacher, SSO or staff member who can help at an appropriate time.</li><li>• Make a plan so the problem can be sorted out.</li><li>• Make a time with one of the leadership staff if things are not resolved.</li><li>• Inform parents. Staff may also contact parents.</li><li>• If resolved – make a positive connection or keep away.</li></ul>	<ul style="list-style-type: none"><li>• Follow attached flow chart</li><li>• Speak only to staff, do not approach families or other children.</li><li>• Talk to the teacher/staff member about the problem at a negotiated time.</li><li>• Seek to resolve it in a way that respects the needs of those involved.</li><li>• If a grievance is not resolved – arrange a time to speak to one of the leadership team.</li><li>• If it is still unresolved discuss the issue with the Education Director.</li><li>• If it is still unresolved contact the Parent Complaint Unit (details on our website)</li></ul>	<ul style="list-style-type: none"><li>• Use the '24/48 hr rule'. Talk to the person about the problem.</li><li>• Seek to resolve it in a way that respects the needs of those involved.</li><li>• If a grievance is not resolved speak to :<ul style="list-style-type: none"><li>○ Your line manager/principal.</li><li>○ Nominated Grievance contact person.</li><li>○ Union Representative.</li><li>○ PAC [ where appropriate ]</li><li>○ Counselling service (EAP)</li></ul></li><li>• If not resolved – contact Education Director. [in writing if desired ]</li></ul>

Reviewed February 2020 by staff

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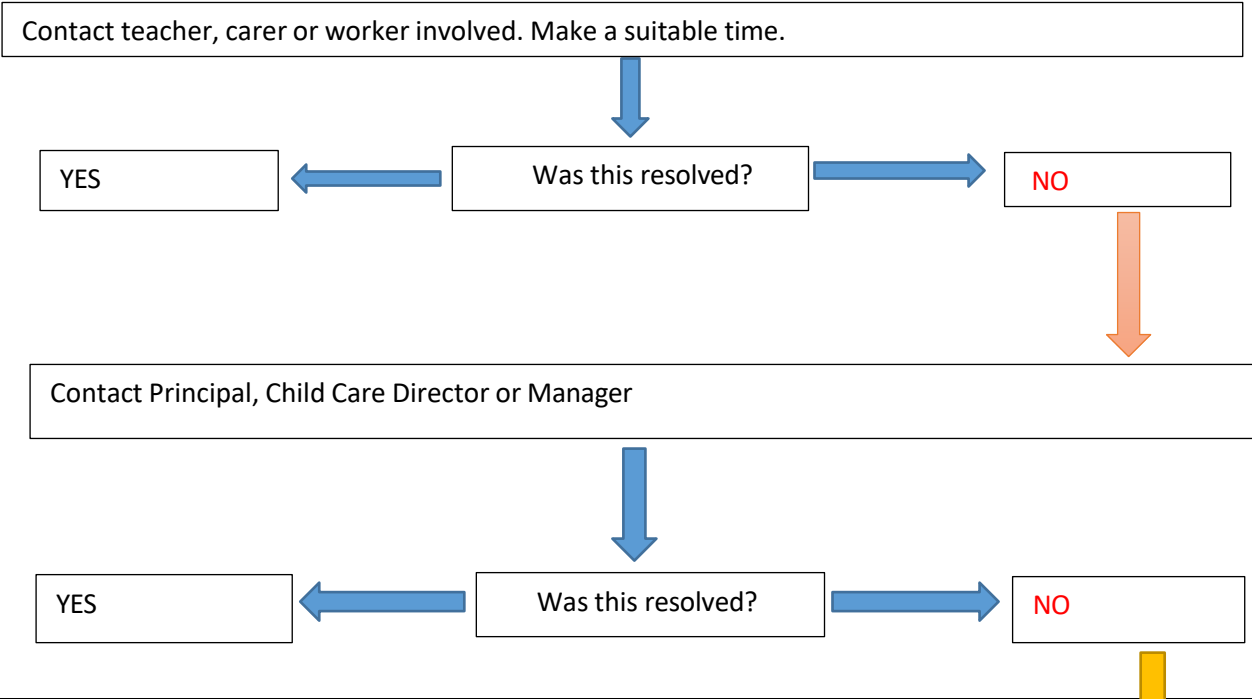
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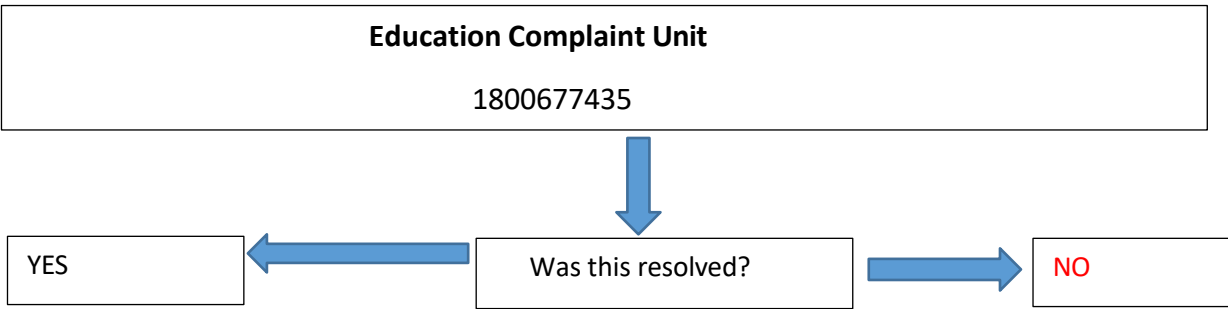
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Steps for raising your concern or complaint

Step 1: Local Resolution



Step 1: Central Resolution



Step 1: External Resolution

