

Governing Council Endorsed: Term 1 2020 Endorsed Review: 2022

### **Context**

At Ingle Farm Primary School, we promote our values of Respect, Honesty and Persistence.

We value positive working relationships so that families and teachers work together to create a supportive learning environment for students.

Positive relationships within the school community give students a greater chance of having a successful educational experience. It is important students, staff and families work together in solving any issue or concern that may arise. In the event of a grievance the following procedures should be used.

### **Procedure**

#### **Our commitment when a grievance is raised**

- Listen to the concerns with an open mind and seek to understand.
- Investigate any relevant issues carefully.
- Commit to resolve the grievance in a respectful manner.
- Communicate clearly, sensitively and objectively.
- Establish timelines for actions and review for any resolution.

#### **Principles**

- Everyone should be treated with respect.
- It is not appropriate for a parent/ family member to directly approach a child or their parent/s over a concern or issue.
- Conversations/ meetings will be suspended if any person behaves in a disrespectful or offensive manner.

<b>Students with a grievance should</b>	<b>Families/Caregivers with a grievance should</b>	<b>Staff with a grievance should</b>
<ol style="list-style-type: none"> <li>1. Talk respectfully to the person involved about the issue. You can use statements such as: I feel....when you....Please stop doing or saying....</li> <li>2. If the issue is not resolved, talk to your class teacher about the issue.</li> <li>3. Your class teacher will try to resolve the issue and if required will seek help from your family and school leadership.</li> </ol>	<ol style="list-style-type: none"> <li>1. Raise your grievance with the most appropriate person, this is usually the student's class teacher.</li> <li>2. Grievances can also be made by            Calling: 1800 677 435            By filling out the online form:  <a href="https://online.forms.sa.edu.au/content/forms/af/public/school-complaint.html">https://online.forms.sa.edu.au/content/forms/af/public/school-complaint.html</a>             Further information can be found on the DfE website:   <a href="https://www.education.sa.gov.au/department/about-department/contact-department/feedback-and-complaints-about-school-or-preschool">https://www.education.sa.gov.au/department/about-department/contact-department/feedback-and-complaints-about-school-or-preschool</a>             A copy of the brochure 'Raising a Complaint with DfE' is available from the Front Office and via our school website:   <a href="https://www.ifps.sa.edu.au">https://www.ifps.sa.edu.au</a> </li> </ol>	<ol style="list-style-type: none"> <li>1. First seek resolution of your grievance at a local level by discussing the issue with the person involved in a respectful manner. Please refer to the <a href="https://edi.sa.edu.au/library/document-library/controlled-procedures/complaint-resolution-for-employees-procedure.pdf">https://edi.sa.edu.au/library/document-library/controlled-procedures/complaint-resolution-for-employees-procedure.pdf</a></li> <li>2. If your grievance is unresolved you can discuss the issue with a peer or your line manager and seek a resolution.</li> <li>3. You can seek assistance from the DfE by contacting the <a href="#">employee assistance program</a></li> <li>4. Always remember to clarify your grievance, take responsibility, be open to new solutions and be adaptable as the process unfolds.</li> </ol>