

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.

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