



BLAIR ATHOL NORTH B-7 SCHOOL GRIEVANCE PROCEDURES

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

<p><u>CHILDREN with a grievance will:</u></p> <ul style="list-style-type: none"> • Talk to the person in a respectful way – ask them to control their own behaviour. • If not resolved ask a trusted person to help • Talk to a Learning Advisor, SSO or staff member who can help at an appropriate time or use the stopbully@banb7.sa.edu.au email • Make a plan so the problem can be sorted out • Make a time with the Counsellor, Head of School, or the Principal if things are not resolved. • Inform parents. Staff may also contact parents. • If resolved – make a positive connection or keep away. 	<p><u>PARENTS/FAMILIES with a grievance will:</u></p> <ul style="list-style-type: none"> • Speak only to staff, do not approach families or other children. • Talk to the Learning Advisor/ staff member about the problem at a negotiated time • Seek to resolve it in a way that respects the needs of those involved. • If a grievance is not resolved – arrange a time to speak to one of the leadership team. • If it is still unresolved discuss the issue with the Regional Director. • If it is still unresolved contact the Parent Complaint Unit (see brochure for more details on our website) 	<p><u>STAFF [&VOLUNTEERS] with a grievance will:</u></p> <ul style="list-style-type: none"> • Use the ‘24/48 hr rule’. Talk to the person about the problem • Seek to resolve it in a way that respects the needs of those involved. • If a grievance is not resolved speak to : <ul style="list-style-type: none"> ○ Your line manager/principal ○ Nominated Grievance contact person ○ Union Representative. ○ PAC [where appropriate] ○ Counselling service • If not resolved –contact Regional Director,[in writing if desired]
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