

Grievance Procedure

Rationale

At Allenby Gardens Primary School, we believe a harmonious and positive learning environment promotes a strong partnership with the community. We promote fairness, consistency, respect for others, positive self-esteem, honesty and cooperation. Issues or concerns may that may arise need to be managed and resolved fairly, efficiently, promptly and in accordance with relative legislation and Education Department requirements.

Aim

We aim for all members of our school community to work collaboratively and treat each other with respect and fairness. We work towards a positive outcome and a mutually agreed upon resolution to restore the broken relationships within an appropriate time frame.

Principles of Procedures

Most concerns are based upon lack of understanding or misunderstanding that can be easily resolved. This requires a genuine and trusting relationship between home and the school and a commitment to resolve the issue where relationships are maintained.

It is important that grievances are kept confidential. Although you may wish to seek support from friends or an advocate, it is very important to choose somebody who can help resolve the problem.

You can assist resolutions by:

- Addressing the issue within an appropriate time frame, rather than ignoring it (recommended within 48hours)
- Stating your concerns clearly and objectively, stating the facts
- Seeking a positive outcome
- Respectful listening and not to be reactive
- Controlling emotions

At Allenby Gardens Primary School our commitment when someone raises a concern are:

- Listen to concerns with an open mind and seek to understand them
- Maintain confidentiality
- Resolve problems in ways that respect individuals and attempt to meet the needs of all concerned
- Communicate clearly, objectively and respectfully



Grievance Table

The grievance table is intended to be followed in sequential order.

	Students with a grievance should		Parents with a grievance should		Staff with a grievance should
ye rei stro	the beginning of the school ar and then continually nforced, students are taught ategies in dealing with issues concerns.	1.	Contact relevant staff member and arrange a mutually convenient time to discuss the issue. Be sure to state the problem clearly and	1.	Arrange a mutually convenient time to speak with the person concerned inform them of topic for discussion.
1.	Talk to the person about the problem. Discuss the questions or concern you are having with that person directly and	2.	objectively. All stakeholders to ensure they are fair, honest and	2.	Allow reasonable time for the issue/concern to be addressed.
	clearly state the problem and begin to discuss with an 'I' statement. e. g "I feelwhen youPlease stop it"	3.	calm. 3. Let the person know of your	3.	If the grievance is not addressed, you may opt to speak to your Line Manager,
2.	You may wish to seek help from another person if you are		concerns. Listen and discuss possible outcomes.		PAC member or AEU subbranch secretary.
	eeling uncomfortable. If you would like support in finding a esolution you could ask for assistance by a friend, an SRC dep, a Yard Support person, a	4.	Understand that some issues may be more complex and require additional time, follow up or information.	4.	If your grievance is unresolved or you feel you require support from the Principal, please fill in the online complaints/concerns form.
	teacher, Pastoral Care Worker or your parent/s.	5.	If your grievance is unresolved or you feel you require Site Leadership support, please fill		The issue or concern will be formally documented, and the Principal will respond
3.	Ask a teacher to help you solve the problem. You need to tell the teacher everything and they will assist in supporting you find possible solutions.	oroblem. You need teacher everything will assist in	will respond within 2 working days. (if you cannot access the internet, a hard copy of	5.	within 2 working days. 5. If you are still unhappy you can contact the Department for Education Complaint Unit 1800 677 435
4.	Refer to the Sorting Out seat during break times for assistance in a restorative		the complaints/concern form is available at the front office)		
	process and for some reflection time.	6.	If you are still unhappy you can contact the Department for Education Complaint Unit		
5.	If you feel the issue is not resolved you may wish to address your concerns with your Deputy Principal, Assistant Principal or Principal.		1800 677 435		



Grievance Flowchart

Any minor concerns relating to classroom or curriculum, please send a brief email or seesaw in the first instance to the relevant staff member.

Any moderate to serious concerns relating to classroom or curriculum, please arrange to meet with the relevant staff member.

If the above issues or concerns are not resolved, please lodge a formal written concern/complaint using the online complaints/concerns form

All lodged concerns/complaints will be assessed by the Leadership Team and a response provided within 2 working days.

If unsatisifed with a response or outcome you can lodge a formal complaint to the Education Department Complaint Unit 1800 677 435

For any issues or concerns regarding administration or policy, please raise it with a member of the Front Office Staff - they will be able to guide you in the right direction.

If the above issues or concerns are not resolved, please lodge a formal written concern/complaint using the online site concern/complaint form.

Depending on the issue or concern, it will either be assessed by Governing Council or a member of the Leadership Team.

Governing Council - for issues or concerns regarding policy or community.

Leadership - for issues or concerns at a

systems/managerial level.

Issues or concerns raised to Governing Council will be discussed at a Governing Council Meeting held in weeks 4&8 of each term and then a formal response will be provided.

Issues or concerns raised at a Leadership level will be responded to within 2 working days.

If unsatisfied with a response or outcome you can lodge a formal complaint to the Education Department Complaint Unit 1800 677 435