

Grievance Procedure for Students

Students can raise **general school matters** at their class meetings or through SRC.

Personal matters can be raised through their class teacher or any other member of staff.

Procedures

- Raise the problem with someone you trust (class teacher, other member of staff or someone on your network).
- If you are unhappy with what happens either speak to your contact again or to someone else.
- If this doesn't work, speak to the Principal or School Counsellor.
- If this is unsuccessful, get your parents to contact the School.
- Students should persist until they receive help.

Grievance Procedure for Parents

General school matters can be raised with the staff, the Principal or members of Governing Council.

All **personal matters** should be raised directly with the school through a teacher or Principal in a confidential manner.

Procedures

1. Make an appointment to talk to the teacher involved (or in the case of School Services Officers, parent helpers, etc.,) the Principal.
2. If the issue is not resolved, make an appointment with the Principal. Let him/her know beforehand what subject matter is going to be raised.
3. Meet with the Principal. The matter will be followed up in one of the following ways:
 - This could be followed up with a phone call at a later time to monitor the situation.
 - It may also result in a further discussion with the parents, teacher and Principal.
 - It might include inviting support for the family or school e.g. Guidance Officer, Social Worker, Student Management.
4. The Principal to follow up until the matter is resolved.
5. If after Steps 1-4 parents still feel dissatisfied, contact the Education Regional Offices for assistance.

It is important that these concerns/grievances are kept confidential. At times, you may seek support from friends to gauge their reaction. It is very important to do this wisely. At all times, it is important for the student's sake that the school and class teacher are not criticised in the student's hearing.

Grievance Procedure for Staff

General school matters can be raised at Staff Meetings or through the PAC or OHWS representative.

All **personal matters** should be raised directly with the person concerned and/or Principal in a confidential manner.

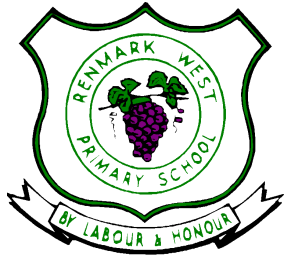
Matters involving sexual or racial harassment could be raised with the identified staff contacts.

All **matters** relating to **professional conduct** should be raised directly with the Principal in a confidential manner.

You may wish to talk to someone you trust during the process.

Procedures for Personal Grievances

- Endeavour to deal with the person directly involved.
- If you feel the matter is not resolved, raise it with the Principal at a formal meeting.
- This meeting may be followed up with:
 - Monitoring the situation
 - Further discussion with the people involved.
 - Inviting support from within DECD and community sources.
 - The Principal to follow up until the matter is resolved.



RENMARK WEST PRIMARY SCHOOL

327 Tarcoola Street

RENMARK SA 5341

Phone: 08 85951340

Fax: 08 85951226

email: info@rnmkwestps.sa.edu.au

www.rnmkwestps.sa.edu.au

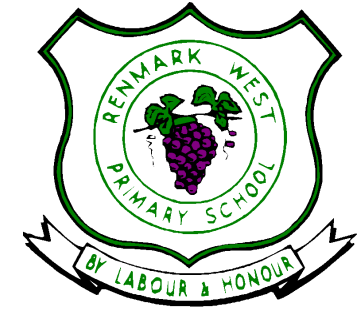
Murray and Mallee Regional Offices

Murray Bridge 85 320 700

Berri 85 952 323



RENMARK WEST PRIMARY SCHOOL



GRIEVANCE PROCEDURES

for

Students/Parents/Staff