



COOMANDOOK AREA SCHOOL

Striving to Make the Difference

GRIEVANCE PROCEDURES POLICY

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Respect

Honesty

Persistence



Government of South Australia
Department for Education



GRIEVANCE PROCEDURES POLICY

“Coomandook Area School is dedicated to providing an engaging learning environment where children are inspired to thrive and reach their full potential”

At Coomandook Area School we aim to:

- Create a safe, caring, orderly and productive learning environment.
- Provide students with opportunities to experience success.
- Promote responsible student behaviour through the 5 Key expectations of - Movement, Safety, Treatment, Learning and Communication.

“Students have the right to learn, Teachers have the right to teach.”

Principles of our Policy

- Everyone is to be treated with respect.
- All communication is respectful and individuals are not to be spoken about unkindly or unjustly through rumour or innuendo (this includes in the use of social media).
- Meetings to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner.
- Confidentiality is central to the process.

Students with a grievance should:	Parents/Caregivers with a grievance should:	Staff with a grievance should:
<p>Students should use this process when they do not feel safe or when they are concerned about something that is happening</p> <p>(At any point students are encouraged to discuss the issue with their Parent/Caregiver)</p> <ul style="list-style-type: none"> • Talk to the person about the problem if they feel comfortable • Talk to a Teacher, Youth Worker, Pastoral Care Worker or Support Staff and ask for their help • If the issue is unresolved speak to their parent/carer who will use the Parent Grievance Procedure 	<p>Talk to the school</p> <ul style="list-style-type: none"> • Is it a Classroom concern? Contact Teacher If the concern is not resolved, make an appointment to speak to the Principal • Is it a School-wide concern? Make an appointment to speak to the Principal. If the concern is not resolved contact the Parent Complaint Unit • Customer Feedback Unit Customer Feedback Unit (Telephone 1800 677 435 – Freecall) education.complaints@sa.gov.au 	<p>Steps:</p> <ul style="list-style-type: none"> • If comfortable to do so, arrange a time to speak to the person concerned • If necessary ask a colleague/line manager for support • Allow reasonable time for the issue to be addressed • If the grievance is not resolved, seek advice from: Principal/Line Manager. If resolution is not successful or not appropriate, refer to Department for Education complaint resolution for employees procedure reference 'Complaint Resolution Flowchart' and follow the process until complaint settled or closed.

Coomandook Area School has a Youth Worker and a Pastoral Care Worker who are available to speak with students, staff and parents/carers. All issues are dealt with in a confidential manner.