

GRIEVANCE PROCEDURES FOR PARENTS/STUDENTS/STAFF WITH CONCERNS ABOUT SCHOOL MATTERS

Heathfield High School acknowledges the importance of positive caring relationships within the school community. However in the event of a grievance, the following guidelines may be used. The intent of this brochure is to resolve a grievance to the satisfaction of all parties.

For further information refer to the DECD website:

<http://www.sa.gov.au/topics/education-and-learning/general-information/feedback-and-complaints/schools-and-preschools>

- Everyone should be treated with respect and fairness
- Meetings to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner

STUDENTS with a grievance could	PARENT(S)/CAREGIVER with a grievance could	ALL STAFF INCLUDING VOLUNTEERS with a grievance could
<ol style="list-style-type: none"> 1. Talk to the person about the problem 2. Talk to a teacher or SSO about the problem at an appropriate time 3. If you feel uncomfortable, speak to an adult or student leader, with who you feel comfortable e.g. Student Counselor, Christian Pastoral Care Worker, Big brother-sister 4. If issue is unresolved, speak to your parent(s)/caregivers 	<ol style="list-style-type: none"> 1. Arrange a time to speak to the relevant teacher(s) about the problem <ul style="list-style-type: none"> ▪ Please do not enter school classrooms or offices about a major grievance without prior arrangement 2. Let the teacher know what you consider to be the issue 3. If the grievance is not addressed within a reasonable timeframe, arrange a time to speak with the Principal or Assistant Principal or Education Director. 4. If the issue is not resolved appropriately within a reasonable time, you can contact the Education Complaint Unit. DECD.EducationComplaint@sa.gov.au 	<ol style="list-style-type: none"> 1. Arrange a time to speak to the person concerned 2. Allow reasonable time for the issue to be addressed 3. If the grievance is not resolved within a reasonable time speak to: <ul style="list-style-type: none"> ▪ Your Principal/Line Manager ▪ A nominated grievance contact: WHS Representative Racist/Sexual harassment contact Union Representative PAC (where appropriate) 4. Ask their support in addressing the grievance by: <ul style="list-style-type: none"> speaking to the person involved on your behalf monitoring the situation investigating your concern acting as a mediator 5. If the issue is not resolved appropriately within a reasonable time you can contact the Education Complaint Unit. DECD.EducationComplaint@sa.gov.au