



CEDUNA AREA SCHOOL

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Grievance Procedures

Good relationships within the school community give all members a greater chance of success. It is hoped that Staff, Parents and students can work through issues and problems in a calm and productive way, which acknowledges and addresses the concerns of all parties.

To help with this process the following information will be helpful.

Principles of our Policy

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

STUDENTS with a grievance could	PARENTS/CAREGIVER with a grievance could	STAFF with a grievance could
<p>STEPS</p> <ol style="list-style-type: none"> 1. talk to the person about the problem 2. talk to the teacher or an SSO at an appropriate time 3. if you feel uncomfortable, speak to someone, "who you feel comfortable with". 4. If the issue is unresolved speak to your parent(s) or care-giver 5. Be persistent and don't give up 	<p>STEPS</p> <ol style="list-style-type: none"> 1. arrange a time to speak to the relevant teacher(s) about the problem 2. please do not enter the school classrooms or offices with a major grievance without prior arrangement 3. let the teacher know what you consider to be the issue 4. allow a reasonable timeframe for the issue to be addressed 5. if the grievance is not addressed arrange a time to speak with the Principal 6. if you are still unhappy please arrange a time to discuss the issue with the Education Director 	<p>STEPS</p> <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 speak to the Principal 4. a nominated grievance contact such as Human Services contact, Union Rep or PAC if appropriate. <p>Ask for their support in</p> <ul style="list-style-type: none"> ▪ speaking to the person involved on your behalf ▪ monitoring the situation ▪ investigating your concern ▪ acting as a mediator <p>If the issue is not resolved speak to the Education Director</p>

Communication is the key and this guide should provide a structure for students, parents and staff to address issues and concerns.

