



Government  
of South Australia

Department for Education  
and Child Development

## CEDUNA AREA SCHOOL

PMB 46  
May Crescent  
CEDUNA SA 5690

PH: 08 86 252 030

FAX: 08 86 252 178

Email: [dl.0734.info@schools.sa.edu.au](mailto:dl.0734.info@schools.sa.edu.au)



# Grievance Procedures

Good relationships within the school community give children a greater chance of success. It is hoped that Students, Staff and Parents 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	TEACHERS with a grievance could
<ul style="list-style-type: none"> <li>• talk to the person about the problem</li> <li>• talk to the teacher or a student counsellor at an appropriate time</li> <li>• if the issue is unresolved speak to your parent(s) or care-giver</li> <li>• make an appointment to see the section head/student counsellor</li> </ul>	<ul style="list-style-type: none"> <li>• please do not enter the school classrooms or offices with a major grievance without prior arrangement</li> <li>• arrange a time to speak to the relevant teacher(s) about the problem</li> <li>• let the teacher know what you consider to be the issue</li> <li>• allow a reasonable timeframe for the issue to be addressed</li> <li>• if the grievance is not addressed, arrange a time to speak with the Principal</li> <li>• if you are still unhappy please arrange a time to discuss the issue with the Regional Director</li> </ul>	<ul style="list-style-type: none"> <li>• arrange a time to speak to the person concerned</li> <li>• allow reasonable time for the issue to be addressed</li> <li>• if the grievance is not resolved speak to the Principal or a nominated grievance contact such as Human Services contact, Union Rep or PAC if appropriate.</li> </ul> <p>Ask for their support in</p> <ul style="list-style-type: none"> <li>• speaking to the person involved on your behalf</li> <li>• monitoring the situation</li> <li>• investigating your concern</li> <li>▪ acting as a mediator</li> </ul> <p>If the issue is not resolved speak to the Regional Director</p>

Communication is the key and we hope that this guide gives students, parents and staff extra support to address issues and concerns.