GRIEVANCE POLICY

Eudunda Area School

The school community of Eudunda Area School is committed to providing the best possible educational outcomes for our children. For this to occur it is imperative that positive working relationships exist between all school community members. Clear lines of communication including a defined process for dealing with issues of concern contribute to this process. Underpinning any communication within this process are our agreed school values of

RESPECT – COMMUNITY - EXCELLENCE

PRINCIPLES OF OUR POLICY

- **Confidentiality** will be maintained at all times. It is essential that all parties involved respect this right and ensure that information remains only with those directly involved in this issue.
- A **trusting relationship** between all involved is necessary if grievances are to be resolved as effectively as possible.
- **Respect** for the people involved and for the situation causing concern or conflict.
- A **restorative approach** to the conflict will be adopted to reach a resolution for all parties.
- Meetings including telephone calls to discuss grievances will be suspended if any person(s) behave in an **insulting or offensive manner**.

The following grievance procedures are provided to support staff, students, parents and the community to resolve concerns. They should enhance the school environment and assist the learning outcomes for students.

STUDENTS

If you are finding someone's behaviour inappropriate or unacceptable towards you.

Steps
You may follow the steps below to seek a resolution.

1. Talk to the person about the problem.
2. Talk to a trusted friend or your class/home group teacher and have him/her help you resolve the issue.
3. If the problem still persists ask your class/home group teacher to talk to the Principal, Senior Leader or Student Counsellor.
4. If the issue continues to be unresolved speak to your parent(s)/caregiver(s) and they will use the PARENT/CAREGIVER guidelines.

PARENT(S)/CAREGIVER

What to do first

STAGE 1 TALK TO THE SCHOOL

Arrange a time to speak to the person with whom you have a grievance about the problem. Please meet the staff member(s) at the Front Office prior to the meeting.

NOTE
Please make an appointment to discuss a major grievance. Prior arrangements ensure that adequate time can be allocated to the issue. If the issue is with a student of the school all adults must approach a staff member to address the concern.

Steps
1. Let the teacher know what you consider the issue.
2. Allow a reasonable time frame to address the issue.
3. If you feel the grievance is not resolved, arrange a time to speak with the Principal or Senior Leader.
4. Notify the Principal of your continuing concerns and request feedback.

STAGE 2 CONTACT CUSTOMER FEEDBACK TEAM
Phone 1800 677 435

Steps
1. If you are still unhappy, please speak with the Duty Officer who will assist you with your concern.

STAGE 3 CONTACT PARENT COMPLAINT UNIT
Phone 1800 677435
Email *DECD.ParentComplaint@sa.gov.au*

TEACHERS

1. Critically reflect - write down your concerns.
2. Arrange a time to speak to the person involved. This will be carried out in a Restorative Fashion; a support person may be used.
3. Allow a reasonable time to address the issue.
4. If the grievance is not resolved speak to at a site level:
   - your Principal or Line Manager
   - a nominated grievance contact (Counsellor)
   - OHS&W representative
   - racist/sexual harassment contact
   - Union representative
   - PAC (where appropriate)

   Ask for their support in addressing the grievance by
   - monitoring the situation
   - investigating your concern
   - acting as a mediator in further restorative process
5. If the issue is not resolved within a reasonable time frame arrange a time to speak with the Regional Director and/or outside agencies such as
   - Union representative
   - DECD Counsellor

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	Steps 1. This Unit will provide advice and support to parents about their concern or complaint. 2. To objectively review complaints not resolved at a site or regional level. **NOTE:** If you have a dispute with another student please talk to a staff member about the issue and he/she will resolve the issue. It is inappropriate for parents to discipline other students in the school grounds.	

This policy will be reviewed as part of the school's three-year review cycle. Ratified 20th May 2026