



*“Linking learning to life”*

## **KEITHCOT FARM PRIMARY SCHOOL – GRIEVANCE RESOLUTION POLICY**

We aim to provide a clear procedure to enable all school stakeholders to voice their grievances and seek appropriate resolution.

### **RATIONALE:**

- Effective relationships within the school community provides the best educational opportunities.
- Our school has both a responsibility to ensure that high standards of conduct are maintained by learners, parents/caregivers and staff at all times.
- Grievances will be managed and resolved fairly and effectively in accordance with the Department for Education policies and procedures.

### **ROLES / RESPONSIBILITIES OF MEMBERS OF THE SCHOOL COMMUNITY**

All members of our school community have a responsibility to contribute positively by adhering to the grievance procedures and allow time for this to occur. Support may be provided in a variety of ways including:

<ul style="list-style-type: none"> <li>• Speaking to the person / people involved on your behalf</li> <li>• Monitoring the situation</li> </ul>	<ul style="list-style-type: none"> <li>• Investigation of your concerns</li> <li>• Acting as a mediator</li> <li>• Seeking other intervention / assistance</li> </ul>
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### **PROCEDURES**

<b><u>CHILDREN with grievances will:</u></b>	<b><u>PARENTS/FAMILIES with grievance will:</u></b>	<b><u>STAFF[&amp;VOLUNTEERS] with a grievance will:</u></b>
<ul style="list-style-type: none"> <li>• Talk to the person in a respectful way – ask them to control their own behaviour.</li> <li>• If not resolved ask a trusted person to help.</li> <li>• Talk to a teacher, SSO or staff member who can help at an appropriate time.</li> <li>• Make a plan so the problem can be sorted out.</li> <li>• Make a time with one of the leadership staff if things are not resolved.</li> <li>• Inform parents. Staff may also contact parents.</li> <li>• If resolved – make a positive connection or keep away.</li> </ul>	<ul style="list-style-type: none"> <li>• Follow attached flow chart</li> <li>• Speak only to staff, do not approach families or other children.</li> <li>• Talk to the teacher/staff member about the problem at a negotiated time.</li> <li>• Seek to resolve it in a way that respects the needs of those involved.</li> <li>• If a grievance is not resolved – arrange a time to speak to one of the leadership team.</li> <li>• If it is still unresolved discuss the issue with the Education Director.</li> <li>• If it is still unresolved contact the Parent Complaint Unit (details on our website)</li> </ul>	<ul style="list-style-type: none"> <li>• Use the ‘24/48 hr rule’. Talk to the person about the problem.</li> <li>• Seek to resolve it in a way that respects the needs of those involved.</li> <li>• If a grievance is not resolved speak to :               <ul style="list-style-type: none"> <li>○ Your line manager/principal.</li> <li>○ Nominated Grievance contact person.</li> <li>○ Union Representative.</li> <li>○ PAC [ where appropriate ]</li> <li>○ Counselling service (EAP)</li> </ul> </li> <li>• If not resolved – contact Education Director. [in writing if desired ]</li> </ul>

Reviewed February 2020 by staff

# Steps for raising your concern or complaint

## Step 1: Local Resolution

Contact teacher, carer or worker involved. Make a suitable time.

YES

Was this resolved?

NO

Contact Principal, Child Care Director or Manager

YES

Was this resolved?

NO

## Step 1: Central Resolution

**Education Complaint Unit**

1800677435

YES

Was this resolved?

NO

## Step 1: External Resolution

SA Ombudsman