



## PORT NEILL PRIMARY SCHOOL GRIEVANCE PROCEDURES



### Overview steps for raising a



**Before making a complaint you should:**

- clearly identify issues and the resolution you are after
- provide complete and factual information
- cooperate with any requests for more information
- not include deliberately false or misleading information
- treat staff handling the complaint with courtesy and respect

<https://www.education.sa.gov.au/raising-complaint-department-education>

**complaint**

<u>STUDENT</u>	<u>PARENT/CAREGIVER</u>	<u>STAFF MEMBER</u>
<p><b><u>GRIEVANCE WITH ANOTHER STUDENT</u></b></p> <p><b>STEPS:</b></p> <ol style="list-style-type: none"> <li>1. Try to sort problem yourself i.e. “Stop it, I don’t like it”</li> <li>2. Talk to the person about the problem.</li> <li>3. Talk to a teacher or SSO about the problem at an appropriate time.</li> <li>4. If issue is unresolved, speak to parent(s)/ Caregivers.</li> </ol> <p><b><u>GRIEVANCE WITH STAFF MEMBER</u></b></p> <p><b>STEPS:</b></p> <ol style="list-style-type: none"> <li>1. Speak to staff member about the problem</li> <li>2. If unresolved speak to the principal</li> <li>3. Speak with parents/caregivers</li> </ol>	<p><b>STEPS:</b></p> <ol style="list-style-type: none"> <li>1. In the first instance please arrange a time to speak to the teacher or if relevant then the principal.</li> <li>2. <b>Please do not text staff</b> or voice your grievances on social media</li> <li>3. <b>Please do not</b> enter school classrooms or offices about a major grievance without <b>prior</b> arrangement.</li> <li>4. Let the teacher/principal know what you consider to be the issue.</li> <li>5. Allow and agree upon a reasonable timeframe for the issue to be addressed.</li> <li>6. If the grievance is not addressed arrange a time to speak with the Principal.</li> <li>7. If you feel the issue is unresolved after completion of all of the above steps, please arrange a time to discuss the issue with the Regional Director at the Eyre District Education Office 86823788</li> <li>8. If you feel the issue is still unresolved you can contact the Customer Feedback Unit on 1800 677 435 or CFU online contact.</li> <li>9. If you feel it is necessary contact the SA Ombudsman 1800 182 150</li> </ol>	<p><b>STEPS:</b></p> <ol style="list-style-type: none"> <li>1. Arrange a time to speak to the person concerned.</li> <li>2. Allow reasonable time for the issue to be addressed.</li> <li>3. If the grievance is not resolved, speak to:               <ul style="list-style-type: none"> <li>• Your Principal / Line Manager</li> <li>• A nominated grievance contact                   <ul style="list-style-type: none"> <li>- WH&amp;S Representative</li> <li>- Union Representative</li> <li>- PAC (where appropriate)</li> </ul> </li> <li>• Ask their support in addressing the grievance by :                   <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> </li> </ul> </li> <li>4. If the issue is not resolved within a reasonable time arrange a time to speak to the Regional Director at the Eyre District Education Office 86823788</li> </ol>