

# STURT STREET COMMUNITY SCHOOL GRIEVANCE PROCEDURE

Sturt Street Community School believe that good relationships between the school and community give children a greater chance of success. However, it is only natural that from time to time grievances can arise.

## Principles of our policy

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

<b>CHILDREN /STUDENTS</b> with a grievance should	<b>PARENTS</b> with a grievance should	<b>STAFF</b> with a grievance should
<p><b>STEPS:-</b></p> <ol style="list-style-type: none"> <li>1. Talk to the person about the problem.</li> <li>2. Talk to a staff member at an appropriate time</li> <li>3. If you feel uncomfortable, speak to someone, 'who you feel comfortable with'.</li> <li>4. If issue unresolved, either talk to your parent or someone you trust about the problem, to advocate on your behalf.</li> </ol>	<p><b>STEPS:-</b></p> <ol style="list-style-type: none"> <li>1. Arrange a time to speak to the relevant staff member about the problem. <b>If you have a grievance, please make an appointment. Please do not enter the classroom.</b></li> <li>2. Let the teacher know what you consider to be unjust or an unfair action.</li> <li>3. Allow reasonable timeframe for issue to be addressed.</li> <li>4. If the grievance is not addressed arrange a time to speak with the principal.</li> <li>5. If you are still unhappy, please arrange a time to resolve the issue with District Director.</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 issue to be addressed</li> <li>3. If the grievance is not addressed, speak to:               <ul style="list-style-type: none"> <li>• Your principal/line manager</li> <li>• A nominated grievance contact person including                   <ul style="list-style-type: none"> <li>- H&amp;S rep</li> <li>- Racial/Sexual Harassment</li> <li>- Union rep</li> <li>- Personnel Counsellor</li> <li>- PAC</li> </ul> </li> </ul>               (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>- acting as a mediator in a meeting)</li> </ul> </li> <li>4. If you are unhappy arrange a time to speak to the District Director.</li> </ol>

## Note:

Parents with a grievance about Pre-school / School policy

- Arrange a meeting time with the Principal / Early Years Director to discuss your concern.
- Allow reasonable time frame for issue to be addressed.
- If you are still unhappy arrange a time to resolve the issue with the District Director.

Parents with grievance about Child Care Policies

- Arrange a meeting with Early Years Director who will refer to the Advisory Committee
- If cannot be resolved then the matter needs to be referred to Governing Council.