

Palmer Primary School

Grievance Procedures

Purpose:

We value the relationship between school and families. We believe that student learning is best supported, when staff and parents/carers are working together and where conflicts/issues between individuals can be resolved in a respectful, effective and timely manner.

Operational Issues: (What will happen?)

Step 1 – Arrange an appropriate time to talk to the relevant person about the problem (ie. The person with whom you have the issue).

Issue addressed – **Problem solved.**

If this is not possible or if there is no resolution.....

Step 2 – Arrange an appropriate time to talk to the Principal.

Issue addressed – **Problem solved.**

If this is not possible or if there is no resolution.....

Step 3 – Arrange to speak with the Assistant Regional Director, Brian Featherson (85952323) or Regional Director, Alana Girvin (8532077) who will assist in finding a satisfactory solution.

<i>Roles and Responsibilities</i>	
Everyone	
<ul style="list-style-type: none"> • Act in a respectful way, without personal attack or inappropriate language • (It can be a good idea to allow a little ‘cool down’ time before reacting.) • Get all the facts before getting too upset – you may have an incomplete or inaccurate story • Do as you say you will do • Take along an advocate or ask support person if you wish. • Suspend meeting if any person(s) behaves in an insulting or offensive manner 	
Parents/Carers	Staff
<ul style="list-style-type: none"> • Choose appropriate time and place to follow up a concern. • Allow a reasonable timeframe for the issue to be addressed. 	<ul style="list-style-type: none"> • Respect the confidentiality of parents/carers by ensuring that conversations about concerns/issues are not held in front of students or other parents/carers. • Give parents/carers your full attention • Ensure that all commitments are adhered to in a timely way. • Record details of all meetings • Continue to monitor the situation after an issue is resolved.

