



## LOCK AREA SCHOOL

# Grievance Procedure Policy



### **CONTEXT**

Lock Area School prepares students for effective participation in society by providing a broad and balanced education in a safe, supportive and stimulating environment.

### **We Value:**

- Our positive learning environment for students
- Strong student/parent/staff relationships
- A safe working environment for students, staff and volunteers

### **We Acknowledge**

- That, from time to time parents, students, staff and the wider school community may have concerns and have the right to discuss these.

### **ROLES & EXPECTATIONS**

<b>Parents Can Expect</b>	<b>The School Expects</b>
<ul style="list-style-type: none"><li>• A safe and caring learning environment for their children.</li><li>• Broad, balanced and stimulating curriculum.</li><li>• Information about all aspects of a child's learning.</li><li>• Information about school policies and procedures.</li><li>• Opportunities to put their point of view or express their opinion.</li><li>• Staff to treat parents with respect and listen to their point of view.</li><li>• Opportunities to be involved in activities in the school.</li><li>• Clear accessible communication channels.</li><li>• Confidentiality.</li></ul>	<ul style="list-style-type: none"><li>• Support for school policies and procedures e.g. Behaviour Management Policy, Uniform and Attendance Policy.</li><li>• Parents to treat staff with respect and listen to their point of view.</li><li>• Parents to show confidence in the school and not undermine the teacher/student trust and relationship.</li><li>• Concerns to be raised through the appropriate channels.</li><li>• Parents to understand that their requests may not be able to be agreed to and compromises may need to be made.</li><li>• Confidentiality to be maintained.</li></ul>

## **CONFIDENTIALITY IN PROBLEM SOLVING**

It is important that your concerns are kept confidential, and although at times you may wish to seek support from friends or an advocate, it is important to do this wisely.

When the matter is discussed in the student's hearing, it is important that the student understands that you have confidence that the issue will be resolved confidentially at the school level.

Criticism of the school or a teacher does not support the child's education as it can undermine trust and confidence. Public criticism or criticism within students hearing can lead to far more problems than it solves.

Similarly staff is expected to keep concerns that have been raised confidential and must not discuss the issue in front of students. Staff also expects that matters can be resolved appropriately.

## **CONTACTS**

Teachers	can be contacted at school	86891019
<i>(Please respect their privacy unless they have indicated that they want to speak with you at home)</i>		
Principal	Mr Murray Adams	86891019
School Counsellor -Coordinator	Mrs Carolyn Bedding	86891019
Governing Council Chairperson	Mr. Grant Kammermann	0427 873 103
Educational Director	Ms. Rowena Fox	86820700

## **STUDENT GRIEVANCES**

### **The agreed process for raising concerns:**

If a student would like a problem solved they have the right to have their concerns listened to.

They should:

1. Think about how important it is.
2. Talk to a friend or trusted adult. Ask them if they think you should do anything about it.
3. Talk to any staff member. It does not have to be your own teacher. Remember to tell this person the whole story, not just what you don't like.
4. If all this doesn't solve the problem then ask your parents to help you. They might arrange a meeting with the teacher or the Principal.

## **SEEK A RESOLUTION ACCEPTABLE TO ALL**

It is important that you talk with someone about your problems. There is always someone who cares. Do not make complaints against people just because you have been in trouble, or you did not like the consequences for doing something wrong. You could talk to someone if you think you were unfairly treated.

## **PARENT GRIEVANCES**

### **The agreed process for raising concerns:**

Raise the matter with the individual concerned via telephone, diary, communication book etc.  
Remember that you have one side of an issue, others may have another side.

1. Arrange to speak with that person. Make an appointment so that he or she will be free from classroom duties and able to give you their full attention.
2. If the issue is not resolved, make an appointment to see the Principal. If appropriate, let the Principal know what is going to be raised as this can save time later. After the meeting you may need to
  - Acknowledge that the suggested actions you would like may not be in the best interests of the school as a whole or may not be possible.
  - Be prepared to monitor the situation with follow up meetings or phone calls.
  - Consider involving the support of outside agencies such as a guidance officer or social worker.
3. If it is a policy issue, and not an individual case, you could go to your nominated representative Governing Council member.
4. Should you feel that the concern has still not been resolved, first contact the Educational Director on 86820700, who will assist in trying to find a satisfactory solution.

**You must have tried steps 1 to 4 before contacting the Educational Director.**

### **SUMMARY OF STEPS**

- 1. Contact the individual concerned.**
- 2. Appointment to speak with that person**
- 3. Appointment with Principal**
- 4. Possible involvement of Governing Council**
- 5. Contact Educational Director**

**REMEMBER CONFIDENTIALITY**

## **STAFF GRIEVANCES**

The staff of Lock 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 staff members. Clear lines of communication including a defined process for dealing with issues of concern contribute to this process.

### **Confidentiality**

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.

### **Trust**

A trusting relationship between all involved is necessary if grievances are to be resolved as effectively as possible.

### **Change**

Change can cause anxiety – It is important that we work through concerns and conflicts to see change as a positive step.

### **Staff Procedures**

The following grievance procedures are provided to support staff to resolve concerns. They should enhance the school environment and impact upon the learning outcomes for the students.

1. Critically reflect – Is it important? Are your concerns justified? You may wish to seek the advice of a friend. Document your thoughts so you do not get side tracked.
2. Make an appointment with the person concerned, preferably by direct contact. This allows time to agree to a mutually acceptable time to meet. The person has time to be prepared and give you their full attention.
3. At the meeting, clearly define the issue stating your needs. Offer possible solutions, aim for an outcome you will both be happy with and be prepared to compromise.  
After the meeting you may need to:
  - Monitor the situation
  - Be available for further discussion
1. If you consider that the issue is not resolved, contact the Principal, PAC, AEU rep, WHS rep, CPS Worker or a Counsellor to discuss the matter further.
2. If the issue is related to policy or procedure it may be appropriate to use the staff meeting.
3. If still unresolved contact the Educational Director by either phone, or in writing. *The previous steps will need to have been followed first.*
4. Should you feel the matter is still unresolved after following these steps, contact the Chief Executive Officer of DECD.