Good relationships within the school community give children a greater chance of success. However in the event of a grievance, the following guidelines may be used. For further detail refer to the Department’s documents – ‘Grievance Procedures for Employees’ and the ‘Grievance Resolution Policy’.

**Principles of our policy:**
- Everyone should be treated with respect.
- Meetings to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner.

### STEPS: STUDENTS with a grievance could
1. Try to sort immediate problems by using problem-solving procedures, ie “I don’t like it when… I would like you to stop… If you don’t stop I will have to ask a teacher to help…”
2. If problem continues see the teacher immediately so they may help you to resolve the issue. Parents/Caregivers may be notified, depending on the level of the grievance.
3. If the problem remains talk to someone you feel comfortable with i.e. Parent/Caregiver, Teacher, Principal, SSO, Friend, Relative etc. about the problem so they may help you resolve the issue.
4. If issue is unresolved, Parents/Caregivers and Principal will work together to develop strategies.
5. Outside agencies may need to be contacted, ie Families SA

### STEPS: PARENT(S)/CAREGIVER with a grievance could
1. Arrange a time to speak with the relevant staff member about the problem.
2. **Please do not** enter school classrooms or offices about a major grievance without **prior arrangement**.
3. Let the staff member with whom you have a grievance know what you consider to be the issue.
4. Allow and agree upon a reasonable timeframe for the issue to be addressed.
5. If the grievance is not addressed arrange a time to speak with the Principal.
6. If you are still unhappy, after completion of all of the above steps, please arrange a time to discuss the issue with the Assistant Regional Director.
7. Assistant Regional Director for the Adelaide Hills Region is Caroline Green. Ph. 8391 4705.

### STEPS: STAFF with a grievance could
1. Arrange a time to speak to the person concerned.
2. Allow reasonable time for the issue to be addressed.
3. If the grievance is not resolved, speak to –
   - Your Principal/Line Manager
   - A nominated grievance contact, i.e. OHS&W Representative, Union Representative etc. Ask their support in addressing the grievance by:
     - speaking to the person involved on your behalf
     - monitoring the situation
     - investigating your concern
     - acting as a mediator
4. If the issue is not resolved within a reasonable time arrange a time to speak to the Assistant Regional Director.
5. Assistant Regional Director for the Adelaide Hills Region is Caroline Green 8391 4705.

**NOTE:** Parent(s)/Caregivers with a grievance about School Policy should:
- Arrange a meeting time with the Principal 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 Assistant District Director.

*Date: March 2012  Review: Feb. 2013*