



# BOOBOROWIE PRIMARY SCHOOL

## Grievance Procedure

Good relationships within the school community give students a greater chance of developing, Caring, Responsible and Successful behaviour. However in the case of a grievance, the following guidelines should be used.

### 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.

STUDENT With a grievance	PARENT(S)/CAREGIVER With a grievance	TEACHERS With a grievance
<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 teacher or SSO about the problem at an appropriate time.</li> <li>3. Talk to the Principal about the problem</li> <li>4. If you feel uncomfortable, speak to someone 'who you feel comfortable with' and whom you think may be able to help you.</li> <li>5. If issue is unresolved, speak to your parent(s)/caregivers.</li> </ol>	<p><b>Note: Parents should not contact other student's parents over incidents that occur at school but refer the matter to the school for investigation.</b></p> <p><b>Please do not enter school classrooms about a grievance without prior arrangement.</b></p> <p><b>Allow a reasonable timeframe for the issue to be addressed.</b></p> <p><b>STEPS:</b></p> <ol style="list-style-type: none"> <li>1. Arrange a time to speak to the relevant teacher(s) about the problem.</li> <li>2. Let the teacher know what you consider to be the issue.</li> <li>3. If the grievance is not addressed arrange a time to speak with the Principal.</li> </ol> <p>If you are still unhappy, please contact the Parent Complaints Unit on 1800 677 435.</p>	<p><b>STEPS:</b></p> <ol style="list-style-type: none"> <li>1. Talk the issue over with someone with whom you feel comfortable.</li> <li>2. Arrange a time to speak to the person concerned.</li> <li>3. Allow reasonable time for the issue to be addressed.</li> <li>4. If grievance is not resolved, speak to:               <ul style="list-style-type: none"> <li>• Your Principal</li> <li>• A nominated grievance contact                   <ul style="list-style-type: none"> <li>- WHS Safety Rep</li> <li>- Well Being Rep</li> <li>- Union Rep</li> <li>- PAC member</li> </ul> </li> </ul> <p><i>Ask their support in addressing the grievance by:</i></p> <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 mediator.</li> </ul> </li> </ol>