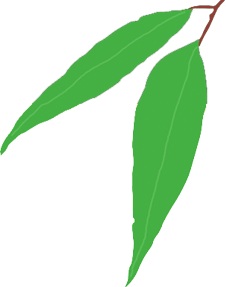
GRIEVANCE PROCEDURE



Tea Tree Gully

Primary School

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Tea Tree Gully, SA 5091

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Updated: May 2018

**Rationale:**

At Tea Tree Gully Primary School we support the right of

any member of the school community to have their issues and concerns addressed. The procedure to be followed in addressing a grievance is, in the first instance,

to approach the person with whom you have the grievance. However, if you feel that you are unable to do

this, follow the guidelines set out below.

When raising a concern staff, parents, students and volunteers are expected to:

* Treat each other with respect, courtesy and maintain confidentiality
* Raise the concern as soon as possible
* Provide complete and factual information
* Act in good faith to achieve an outcome acceptable to all parties and have realistic and reasonable expectations about the required course of action

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| **STUDENTS** | **PARENTS** | **STAFF** | **VOLUNTEERS** |
| Arrange a time to  speak to the person  concerned  Let the person know  what you consider to  be your concern  If the grievance is not  addressed let the  person know you will  be speaking to  someone else  Arrange a time to  speak to someone in  the school leadership  team (Principal or  Senior Leader)  Discuss your  concern with your  Parent/Caregiver. This is an important  part of the process | Arrange a time to speak to the person concerned (Teacher or Staff member)  Let the person know what you consider to be your concern  If the grievance is not addressed let the person know you will be speaking to someone else  Arrange a time to speak to someone in the school leadership team (Principal or Senior Leader). Your concern will be resolved ideally within fifteen days  If you are still dissatisfied, approach the Education Director who will try and assist you to resolve the situation  Phone: 8366 8808  If you are still dissatisfied, you may wish to direct concerns to Department for Education (DfE) Parent Complaints Unit  Phone: 1800 677 435 | Arrange a time to speak to the person concerned  If the grievance is not addressed speak to your line manager or trusted colleague and ask for their support in addressing the grievance by speaking to the person involved  Arrange a time to  speak to someone in  the school leadership  team (Principal or  Senior Leader)  If you are still dissatisfied, approach the Education Director who will try and assist you to resolve the situation  Phone: 8366 8808 | Arrange a time to speak to the person concerned  Let the person know what you consider to be your concern  If the grievance is not addressed let the person know you will be speaking to someone else  Arrange a time to  speak to someone in  the school leadership  team (Principal or  Senior Leader)  If you are still dissatisfied, approach the Education Director who will try and assist you to resolve the situation  Phone: 8366 8808 |

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