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 concernIf the grievance is not addressed let the person know you will be speaking to someone elseArrange 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 concernIf the grievance is not addressed let the person know you will be speaking to someone elseArrange a time to speak to someone in the school leadership team (Principal or Senior Leader). Your concern will be resolved ideally within fifteen daysIf you are still dissatisfied, approach the Education Director who will try and assist you to resolve the situationPhone: 8366 8808If 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 involvedArrange 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 situationPhone: 8366 8808 | Arrange a time to speak to the person concerned Let the person know what you consider to be your concernIf 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 situationPhone: 8366 8808 |

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