Positive relationships within the school community give children a greater chance of having a successful educational experience. It is important students, staff and parents work together in solving any issue or concern that may arise. In the event of a grievance the following guidelines should be used.

**Principles of our policy:**
- Everyone should be treated with respect
- Issues or concerns at school with other students or parents need to be resolved through the school staff
- It is never appropriate anytime at school for a parent to directly approach a child/ren or their parent/s over a concern or issue even if the concern or issue is not school related
- Meetings to discuss grievances will be suspended if any person behaves in an insulting or offensive manner

**You can assist in the resolution of the concern or issue by:**
- Addressing the issue, rather than trying to ignore it
- Stating your concern/s clearly and objectively, giving specific instances where appropriate
- Seeking a solution that attempts to meet the needs of all those concerned

**Our commitment when a concern is raised:**
- We will listen to the concerns with an open mind and seek to understand
- We will maintain confidentiality
- We will investigate any relevant issues carefully
- We will be committed to resolving the concern or issue in a respectful manner striving to be as fair as possible
- We will attempt to communicate clearly, sensitively and objectively
- We will establish timelines for actions and review for any resolution

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**STUDENTS – All Grievances**

1. Talk to someone about your concern. It could be:
   - the person/s involved
   - a teacher
   - a leader
   - a school assistant
   - another staff member
   - your parent/s or carer

2. If you feel uncomfortable, speak to someone ‘who you feel comfortable with.’

3. Keep persisting until you feel someone is listening and will help you.

**PARENTS AND CARERS – Class Issue Grievance**

1. Arrive a time to speak to the relevant teacher(s) about the concern.

2. **Please do not** enter school classrooms about a major grievance without **prior** arrangement.

3. Let the teacher know what you consider to be the issue.

4. Allow a reasonable timeframe for the issue to be addressed.

5. If the grievance is not addressed to your satisfaction, please contact the front office to arrange a time to meet with the appropriate member of the school’s leadership team responsible for that year level.
   - For Reception & Year 1 concerns contact Jacqui Bowen - Assistant Principal
   - For Year 3 & 4 concerns contact Dominica Thompson - Assistant Principal
   - For Year 2 & 5 concerns contact Rick Bennallack - Principal
   - For Year 6 & 7 concerns contact Robyn McLachlan - Assistant Principal
   - For Specialist areas concerns (Library, PE, Music, Art & Japanese) contact Rick Bennallack - Principal

6. If required, follow up meetings can be arranged with the Principal.

7. If the outcome is not satisfactory, you can contact the Assistant Regional Director responsible for Greenwith Primary School at the DECD Elizabeth Office on 8256 8227.

**STAFF AND VOLUNTEERS – All Grievances**

1. Arrive 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 **Line Manager** or Principal

   **Ask their support in addressing the grievance by perhaps:**
   - Speaking to the person involved on your behalf
   - Investigating your concern
   - Monitoring the situation

   And/or speak to a nominated grievance contact:
   - WHS Representative
   - WHS Committee Members
   - PAC (Personnel Advisory Committee)
   - AEU/PSA Union Representative

   **Ask their support in addressing the grievance by perhaps:**
   - Acting as a mediator
   - Taking notes of meetings

4. If the issue is not resolved within a reasonable time you can contact the Assistant Regional Director responsible for Greenwith Primary School based at the DECD Elizabeth Office on 8256 8227.

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**Yard Issue or Concern**

**PARENTS AND CARERS** with a yard issue grievance should contact the front office to talk to the **leadership team member** rostered to be **on call** for that day to discuss the issue or concern.

**Policy Issue or Concern**

**PARENTS, CAREGIVERS AND COMMUNITY MEMBERS** with a school policy issue or concern should arrange to meet with the **Principal**.

**Further Information:**
For further details refer to the Department’s documents – “Grievance Procedures for Employees”, “Grievance Resolution Policy” and “Responding to Concerns from Parents & Caregivers in DECS Preschools and Schools.”