



# Klemzig Primary School

## GRIEVANCE/COMPLAINT PROCEDURES

At Klemzig School we support the right of any member of the school community who believes they have a complaint to have his/her grievance addressed. Every grievance is taken seriously, as a school we would always rather know about grievances than let our community worry about situations or act on part of the information. Each grievance is resolved differently taking into account the unique circumstances and relationship of the people involved. It is important that these grievances are kept confidential.

Restorative Justice is a process that enables people to identify problems, understand their own and others feelings and use a range of problem solving strategies. The usual procedure to be followed in addressing a grievance is, in the first instance, to approach the person with whom you have the grievance as soon as possible. However, if you feel you are unable to do this, the following is a set of guidelines you may wish to consider.

STUDENTS	PARENTS/CAREGIVERS	TEACHERS
<p>Arrange a time to speak to the teacher – end of the lesson or next available break. You can ask a friend, older buddy or adult to help you.</p> <p style="text-align: center;"></p> <p>Let the teacher know what you consider to be unjust or unfair. Use Restorative Justice* processes to help you say what you want to say.</p> <p style="text-align: center;"></p> <p>If the grievance is not addressed let the teacher know you can not reach an agreement and will need to get help</p> <p style="text-align: center;"></p> <p>Arrange a time to speak to someone who you think can help eg: Principal, Deputy Principal, ACEO, AET, ESL teacher, special education teacher or your class teacher</p> <p style="text-align: center;"></p> <p>All grievances that can not be resolved will be dealt with by the Principal</p>	<p>Arrange a time to speak to the staff member or e-mail. Let the staff member know what you consider to be unjust or unfair. Using Restorative Justice* processes can help you say what you want to say.</p> <p style="text-align: center;"></p> <p>If the grievance is not addressed let the staff member know you will be speaking to someone else. Arrange a time to speak to someone in the school leadership team, e.g. Principal, Deputy Principal. Telephone: 8261 1944</p> <p>The school leadership member will make a plan with you to resolve the issue. You might want to include other support people such as ACEO, AET, ESL teacher, BSSO or special education teacher.</p> <p>Grievance resolution choices might include: mediation meetings, Restorative Justice meeting, providing additional information, clarification of school policy and processes, disciplinary action, or talking to the staff member on your behalf.</p> <p style="text-align: center;"></p> <p>If you are still dissatisfied you can contact the Education Complaint Unit on 1800 677 435 who will try to assist you to resolve the situation.</p>	<p>Arrange a time to speak to the person concerned within 1 working day. Let the staff member know what you consider to be unjust or unfair. Using Restorative Justice* processes can help you say what you want to say.</p> <p style="text-align: center;"></p> <p>If the grievance is not addressed speak to your Line Manager and ask for support in addressing the grievance. This could include mediation or Restorative Justice processes.</p> <p style="text-align: center;"></p> <p>If the grievance has still not been resolved speak to someone in the leadership team (Principal or Deputy Principal) with the support of your Line Manager. You can also seek support from your branch AEU secretary if you are a member or refer to PAC if it is a staffing issue. AEU telephone:8272 1399</p> <p style="text-align: center;"></p> <p>If you are still dissatisfied you can contact the Education Director who will try to assist you to resolve the situation Telephone: 8426 7303.</p>