GRIEVANCE PROCEDURE FOR PARENTS/CAREGIVER

POLICY

All members of the Bordertown Primary School's Community have a right to express a grievance and to receive a response to that grievance within a reasonable time.

PROCEDURES

PERSONAL OR WHOLE SCHOOL CONCERNS

1. Grievances of a personal nature should be raised directly and confidentially with the school through the class teacher, the Principal or the Assistant Principal.

2. Grievances about school matters (e.g. timing of Sports Day, School Camping Policy) should be raised with a Member of Governing Council, a staff member, Principal or Assistant Principal.

STUDENT CONCERNS

1. Make an appointment to talk to the class teacher involved. (A mutually suitable time will make best use of time available.)

2. If the problem is not resolved, make an appointment with the Principal or Assistant Principal. Let him/her know in advance what subject matter is going to be raised as this short cuts the procedures.

3. Meet with the Principal or Assistant Principal.
   a. This could be followed up with a phone call at a later date to monitor or explain any follow up to the situation.
   b. It may result in a further meeting with the people involved.
   c. It might include inviting outside support for the family or school, e.g. Guidance officer, Social Worker, C.A.M.H.S. (Child and Adolescent Mental Health Service).

4. If you still feel dissatisfied, phone or write to the Principal again to air your concerns. The Principal will continue to follow up until the matter is resolved.

5. If after steps 1-4 you still feel dissatisfied, approach the District Director, who will try to resolve the situation further. Telephone 87245300 (Mount Gambier DEO).

6. Parents may use another person to help them to raise an issue. This may be a friend, member of the council or other members of staff.

Considerations needing understanding when raising a grievance

1. You may have one side of the story only. Be prepared to listen to the other.

2. Be prepared to give exact details of the problem or concern.

3. Treat the matter confidentially. It maintains respect for all involved and reduces gossip and innuendo.

The school will deal with grievances raised as outlined above. If information is not received then it is assumed that all is well.