



**Plympton
International
College**

Policy Statement

Parent Grievance Procedures

Ratified By: Leadership Committee on
Review Date: December 2016



Government of South Australia

Department for Education and
Child Development

PLYMPTON INTERNATIONAL COLLEGE GRIEVANCE PROCEDURES

The staff at Plympton International College are committed to providing the best possible educational outcomes for our students. For this to occur it is imperative that positive working relationships exist between all school community members. Clear lines of communication including a defined process for dealing with issues of concern contribute to this process.

CONFIDENTIALITY

Confidentiality will be maintained at all times. It is essential that all parties involved respect this right and ensure that information remains only with those directly involved in this issue.

TRUST

A trusting relationship between all involved is necessary if grievances are to be resolved as effectively as possible

CHANGE

Change can cause anxiety – It is important that we work through concerns and conflicts to see change as a positive step

The following grievance procedures are provided to support staff, students, parents and the community to resolve concerns.

They should enhance the school environment and impact upon the learning outcomes for students.

Principles of our Policy

Everyone should be treated with respect. Meetings to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner.

Grievance Procedures

For Students:

STEPS

When you have a problem or difficulty:

1. Talk to the person about the problem if safe and/or appropriate.
2. Talk to a trusted friend or parent.
3. Talk to a teacher, SSO or School Counsellor about the problem at an appropriate time.
4. If the problem still persists ask to talk to the Deputy Principal or Principal. Make an appointment at the School Office.

For Parents/Caregivers:

Please make an appointment to discuss a major grievance. Prior arrangements ensure that adequate time can be allocated to the issue.

If you have a dispute with another student please talk to a staff member about the issue and he/she will resolve the issue. It is inappropriate for parents to discipline other students.

STEPS

1. Arrange a time to speak to the relevant teacher(s) about the problem as a first course of action. Let the teacher know what you consider to be the issue. Make a mutually appropriate time to discuss the concern. **Please note:** It is not appropriate to use class or learning time.
2. Allow a reasonable timeframe for the issue to be addressed.
3. If the grievance is not addressed and you have unsuccessfully requested feedback, arrange a time to speak with a member of the leadership team. Explain that you have a difficulty to the Secretary when making an appointment – this allows for follow-up and information gathering. Or you may feel more comfortable emailing one of the leadership team.
4. If you are still unhappy please contact the DECD complaint line to resolve the issue.

For Staff:

STEPS

1. Critically reflect – share with a colleague to see if your concerns are valid? Writing down your thoughts might clarify the situation.
2. Arrange a time to speak to the person concerned if you still feel the need to pursue the matter after an appropriate reflection time, if safe and/or appropriate.
3. If the grievance is not resolved speak to your Principal or Line Manager, or a nominated contact for grievances in the school – WHS Rep, Union Rep, or PAC. External staff counselling is available on 1800 360 364 through the DECD Employee Assistance Program.
4. Seek support from the nominated contact or colleague in addressing the grievance by:
 - Acting as a support person throughout the grievance meeting
 - Speaking to the person involved on your behalf and/or
 - Monitoring the situation and/or
 - Investigating your concern and/or
 - Acting as a mediator
5. If the issue is not resolved within a reasonable time then arrange a time to speak to the Principal (or if not appropriate) speak to the Assistant Regional Director.