



Learning Today for Tomorrow's Community

Evanston Gardens Primary School

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Grievance Procedures

At Evanston Gardens Primary School we work in partnership towards providing an education that is excellent, relevant, and inclusive of all students in a safe, caring and success oriented environment. For this to occur positive and respectful working relationships are essential.

The following grievance procedures are provided to support students, parents/carers and staff to resolve any concerns that may arise.

Key principles

- Everyone should be treated with respect - a calm approach is best
- Meetings including telephone calls will be suspended if you behave in an insulting or offensive manner

Students with a grievance should	Parents/Carers with a grievance should	Staff with a grievance should
<ol style="list-style-type: none"> 1. Talk to the person about your problem 2. If the problem continues then fill in a student grievance form and give to a staff member 3. If the problem still persists go back to the staff member and let them know the issue is still not resolved 4. If the issue is still not resolved speak to your parent/carer who can then support you to follow the steps outlined 	<ol style="list-style-type: none"> 1. Arrange a time to speak with the relevant staff member about the concern <i>If the issue is about a student of the school all adults must approach a staff member to address the concern, not the student</i> 2. Allow a reasonable time frame for the concern to be addressed 3. If you feel the grievance is not resolved arrange a time to speak with the Principal 4. If you are still unhappy please arrange a time to discuss the grievance with the Educational Director (ph. 85220913) 5. If you are still dissatisfied you may wish to direct your concerns to the DECD Parent Complaint Unit (ph. 1800 677 435) 	<ol style="list-style-type: none"> 1. Critically reflect – write down your concerns 2. Arrange a time to speak to the person concerned 3. Allow a reasonable time frame for the concern to be addressed 4. If you feel the grievance is not resolved speak to Principal, School Counsellor or Staff Grievance Officer. Ask for support in addressing the grievance by <ul style="list-style-type: none"> • Speaking to the person involved on your behalf • Acting as a mediator • Investigating your concern • Monitoring the situation 5. If the grievance is still not resolved within a reasonable time frame arrange a time to speak with the Educational Director (ph. 85220913)

For further detail please refer to the DECD documents: Parent Guide to Raising a Concern or Complaint, Grievance Resolution Policy and the Grievance Procedures for Employees

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