



## Grievance/complaint Procedures:

From time to time members of the school community may have a complaint or grievance they need addressed. At Balaklava Primary School every grievance is taken seriously and is resolved differently taking into account the relationships and circumstances of those involved. It is important that grievances are kept confidential. We encourage members of our school community to resolve any questions or concerns early. Where possible, the matter should be resolved before it becomes an issue.

### Principles of our policy

- We strive to implement our school motto: **B**elieve **P**articipate **S**ucceed by working towards a mutually respectful and cohesive school community.
- Home-school partnerships are valued and we share a common goal- doing the best for our students.
- The school appreciates that some concerns may be emotional or difficult for people to discuss however a mutually respectful, calm approach aimed at communication will result in the best outcomes. Meetings or discussions may be suspended if any person(s) behave in an insulting or offensive manner.
- Talk to the person who can assist in solving your concern- if you require help to do this, please contact the Principal, Deputy Principal, School Counsellor or Christian Pastoral Support Worker (CPSW).
- **Please do not enter** classrooms about a serious grievance without prior arrangement. Issues are best resolved away from students and through staff members.
- It is inappropriate for parents to approach students directly.

Students	Parents / caregivers	Staff
<ol style="list-style-type: none"> <li>1. Talk to the person about the problem</li> <li>2. If you feel you are unable to do this, seek support as soon as possible from a trusted friend or adult.</li> <li>3. Talk to the CPSW, counsellor or a trusted member of staff about the problem at an appropriate time.</li> <li>4. If the issue is unresolved, speak to your parent(s) / caregiver</li> <li>5. All grievances that cannot be resolved will be dealt with by the Principal</li> </ol>	<ol style="list-style-type: none"> <li>1. Phone or write to arrange a time to speak to the relevant staff member about the issue.</li> <li>2. Calmly let the person know what you consider to be unfair or unjust.</li> <li>3. Allow a reasonable time frame for the issue to be addressed.</li> <li>4. If the grievance is not addressed to your satisfaction, arrange a time to see the Principal or Deputy Principal.</li> <li>5. If you are still dissatisfied, please arrange a time to resolve the issue with the Yorke and Mid North Assistant Regional Director Roger Nottage.</li> </ol> <p style="text-align: center;">Telephone 88212555</p>	<ol style="list-style-type: none"> <li>1. Arrange a time to speak to the person concerned. Let them know what you consider to be unfair or unjust.</li> <li>2. If the grievance is not resolved seek support from your line manager.</li> <li>3. If the grievance is still unresolved speak to someone in the leadership team (Principal or Deputy) 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.</li> <li>4. If your are still dissatisfied contact Assistant Regional Director Roger Nottage</li> </ol> <p style="text-align: center;">Telephone 88212555</p>