



## POSITIVE RELATIONSHIPS for STUDENTS, PARENTS AND STAFF

**Good relationships within the school community give children a greater chance of success. However in the event of a grievance, the following guidelines should be used.**

### 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.

STUDENTS	PARENT(S)/CAREGIVER	STAFF
<p>STEPS:-</p> <ol style="list-style-type: none"> <li>1. Talk to the person about the problem.</li> <li>2. Talk to a teacher or SSO about the problem at an appropriate time.</li> <li>3. If you feel uncomfortable speaking, speak to someone with whom you feel comfortable, to refer the matter for you.</li> <li>4. If the issue is unresolved, speak to your parent(s)/caregivers.</li> </ol>	<p>STEPS:-</p> <ol style="list-style-type: none"> <li>1. Arrange a time to speak to the relevant teacher(s) about the problem.</li> <li>2. Please do not enter school classrooms, offices or playgrounds about a major grievance without prior arrangement.</li> <li>3. Let the teacher know what you consider to be the issue.</li> <li>4. Allow a reasonable timeframe for the issue to be addressed.</li> <li>5. If the grievance is not addressed arrange a time to speak with the Principal. If parents require support in this meeting, they may bring a person with them to support or advocate for them.</li> <li>6. If you are still unhappy, please arrange a time to discuss the issue with the District Superintendent.</li> </ol> <p>Parent(s) with a grievance about School Policy should:</p> <ol style="list-style-type: none"> <li>1. Arrange a meeting time with the Principal to discuss your concern.</li> <li>2. Allow reasonable time frame for issues to be addressed.</li> <li>3. If you are still unhappy, please arrange a time to resolve the issue with the District Superintendent</li> </ol> <p>Parents/Caregivers may contact SAASSO 82232266 for support with a mediator.</p>	<p>STEPS:-</p> <ol style="list-style-type: none"> <li>1. Arrange a time to speak to the person concerned.</li> <li>2. Allow reasonable time for the issue to be addressed.</li> <li>3. If the grievance is not resolved speak to:- Your Principal/Line Manager A nominated grievance contact: * H&amp;S Representative (OHS&amp;W) * Harassment/Grievance Officer * Union Representative * PAC (HR issues) * Co Ordinators</li> </ol> <p>Ask their support in addressing the grievance by:</p> <ul style="list-style-type: none"> <li>* speaking to the person involved on your grievance</li> <li>* monitoring the situation</li> <li>* investigating your concern</li> <li>* attending a meeting</li> </ul> <p>The Union Representative or Grievance Officer may attend meetings to support staff if requested. They are there to witness that natural justice is being carried out, that participants are treated with respect and that the appropriate processes have taken place. They may mediate to talk through issues but may not take sides or advocate. They may be requested to take minutes.</p> <ol style="list-style-type: none"> <li>4. If the issue is not resolved within a reasonable time arrange a time to speak to the District Superintendent.</li> </ol>