

GRIEVANCE PROCEDURES

At Elizabeth Downs Primary School we work hard to build relationships between staff, students, parents, caregivers and the wider community based on trust and mutual respect. We believe it is important that all members of our school community feel safe, secure and valued in order for quality teaching and learning to occur. However, occasions will arise when people have concerns and/or feel upset, harassed and hurt and they will need help and support to work through and find a solution.

All students, parents and staff are entitled to access the procedures detailed in the school Grievance Policy which is in line with roles and responsibilities set out in the Education Act and state law. By following the steps outlined we aim to resolve issues to the satisfaction of all parties in a peaceful and conciliatory manner. In this whole process it is expected that all adults will model appropriate behaviour and that the processes reflect the Restorative Justice process.

What if you have an issue or concern?

If there is an issue or a concern we would like to hear about it as soon as possible. This way, the situation does not have the chance to escalate and it can be dealt with while details are clearly remembered by all parties.

Who can you speak to?

- Contact the front office in person or by phone
- Speak to the classroom teacher – this should be the first point of contact, especially if the concern is about your child as they have first priority to the students in their care.
- Wellbeing Senior Leader, the Principal, Deputy or another member of staff you feel comfortable speaking to.
- General concerns (not personal) can also be brought up via Governing Council meetings.

What happens next?

Once an issue or concern has been brought to our attention an appointment will be made as soon as possible so all parties can meet and discuss the problem.

It is our policy to make an appointment so:

- Information can be collected to aid discussions. E.g. interview students and staff members, collect documentation, student's workbooks or teacher records.
- Arrangements can be made for all relevant adults and students to be present at a time that is convenient to all parties. It is sometimes necessary to bring in representatives from outside the school to be part of discussions. E.g. Family Advocate, Disability Officer, Psychologist
- Further information or guidance can be sought to help resolve the issue.
- There is plenty of time for discussion. This allows for everyone to have their say, information can be presented accurately, and all opinions/ viewpoints can be listened to and taken into consideration.
- Confidentiality can be maintained and 'duty of care' for staff and students is not compromised.

Meetings will be documented appropriately and record agreed outcomes and actions. These will be implemented as soon as possible, but it should be acknowledged that some actions will take longer than others depending on the resources needed. Communication with parents and caregivers will continue to check on progress and successes. Please let us know if the issues are continuing and have not been resolved.

Appropriate Behaviour

At Elizabeth Downs Primary School we use the Restorative Justice process to teach our students about working through problems appropriately and treating each other with respect. As a staff we model these processes and expectations with students, other members of staff, parents and caregivers, and visitors, and it is a key feature of the School Behaviour Policy. It is expected that parents will be mindful of these processes, acknowledge our school values and act in a respectful manner when dealing with issues or concerns. Anger or abuse makes people feel defensive and unsafe and is not helpful when trying to sort out an issue.

The following actions **WILL NOT** be tolerated:

- Confronting another adult or student in an aggressive, abusive or threatening manner
- Confronting a student or students in an attempt to sort out a problem – this is not okay for your child or anyone else's
- Shouting, swearing or acting in an aggressive or abusive manner in the school grounds
- Entering a classroom or school building without permission or first notifying the front office

We are responsible for providing a safe and secure environment for all our students, staff and visitors. If we feel our safety is at risk we will follow the appropriate procedures:

- Ask person or persons to leave the school grounds
- Call the police to either make a report or send out a patrol car
- Ring the alarm bell for a 'Lock Down' (Shelter in Place)

All discussions and outcomes will be kept confidential between those involved unless it is necessary to share what has happened with other relevant parties and this has been agreed to in the meeting. You have a right to feel comfortable and welcomed into our school and other people should feel the same way because of your actions.

People will be treated fairly regardless of cultural background, sex, sexuality, age, race, impairment, pregnancy or marital status.

If you believe that an issue has not been dealt with appropriately or satisfactorily then the Regional Office can be contacted for further advice on 8314 4000.

Student Grievance Procedure

If you have a concern or issue...

STEP ONE – TELL SOMEONE

FRONT OFFICE	CLASS TEACHER	PRINCIPAL or DEPUTY	WELLBEING SENIOR LEADER	IELP SENIOR LEADER
Come in or phone call	Make a time to meet with them before or after school	Come in or phone call	Come in or phone call	Come in or phone call

STEP TWO – MAKE AN APPOINTMENT

Once an issue or concern has been raised an appointment can be made, with the appropriate person.

APPOINTMENT TIME SHOULD:	SCHOOL RESPONSIBILITIES:	PARENT/CAREGIVER:
<ul style="list-style-type: none"> Be responsive to the urgency of the issue or concern. Allow time for all information to be collected and to invite other relevant parties to the meeting. E.G. Counsellor, Disabilities Officer. 	<ul style="list-style-type: none"> Collect relevant information: assessment data, interview students & staff, reports, teacher records. Contact relevant parties to attend the meeting. 	<ul style="list-style-type: none"> Write down any facts or questions about the issue/concern. Note any actions or solutions to the issue to discuss at the meeting.

STEP THREE – WORK TOGETHER TO FIND A SOLUTION

The aim is to find a solution that is satisfactory to all parties.

Everyone has a chance to present their viewpoint and share information or evidence they may have.	Discussions are documented as necessary to record what was said and any decisions made.	A solution is agreed upon and actioned as soon as possible or further discussions organised.
---	---	--

The school will endeavour to action the agreed solution as soon as possible with the support of relevant students, parent/ caregivers and staff. Communication, formally or informally, will occur to check on progress or success.

If there are any concerns about how the issue was handled or parties are dissatisfied with the outcome Regional Office can be contacted on 8314 4000.