

## **GOLDEN GROVE PRIMARY SCHOOL GRIEVANCE PROCEDURES**

### **RATIONALE**

Golden Grove Primary School provides a collaborative environment to teach and learn, where parents and staff work together in an educational partnership for the benefit of students. Positive relationships within the school community give students a greater chance of experiencing success. It is important that staff, students and parents work together to solve any issues or concerns that arise.

In the event of a grievance, the following guidelines will be used.

### **CONTENT**

#### **Principles of our Policy**

- The safety and education of students is our first priority.
- Everyone should be treated with respect.
- All matters will be treated in a confidential manner by all parties.
- Concerns or issues with students or parents need to be resolved at school via consultation with school staff. It is not appropriate at any time for a parent to directly approach another child and/or parent at school, or via social media, even if the issue is not school related. *Meetings to discuss grievances will be suspended if any person behaves in an insulting or offensive manner.*

#### **You can assist in the resolution of the issue by:**

- Addressing the issue rather than trying to ignore it.
- Stating your concern clearly and objectively, giving specific instances where appropriate.
- Being open minded when seeking a resolution.
- Seeking a solution that attempts to meet the needs of all those concerned.

#### **When a concern is raised, we will:**

- Listen to the concerns with an open mind and seek to understand.
- Investigate any relevant issues.
- Be committed to resolving the concern in a respectful manner, striving to be as fair as possible.
- Attempt to communicate clearly, sensitively and objectively.

## PROCESS

STUDENTS with a grievance should	PARENTS/CAREGIVERS with a grievance should	STAFF/VOLUNTEERS with a grievance should
<ol style="list-style-type: none"> <li>1. Talk to someone about your concern at an appropriate time. This could include:               <ul style="list-style-type: none"> <li>• the other person involved</li> <li>• a teacher, SSO or school leader</li> <li>• the PSW</li> <li>• your parent/carer</li> </ul> </li> <li>2. If you feel uncomfortable, speak to someone who you feel comfortable with.</li> <li>3. Be persistent until you feel you are comfortable with the resolution.</li> <li>4. Visit the front office to make a time with a Leadership member if things are not resolved.</li> </ol> <p><i>If your concern happens during the school day, where possible, please tell an adult at school before going home so we can help you make a plan.</i></p>	<ol style="list-style-type: none"> <li>1. Arrange a time to speak with the relevant person about your concern. <i>Please do not enter classrooms or offices about a grievance without prior arrangement.</i></li> <li>2. Let the person know what you consider to be the issue.</li> <li>3. Allow a reasonable time frame for the issue to be addressed.</li> <li>4. If the grievance is not addressed, arrange a time to speak with a member of the Leadership Team.</li> </ol> <p><i>If it is still unresolved, contact the DfE Customer Feedback Unit (details on our website)</i></p>	<ol style="list-style-type: none"> <li>1. Arrange a time to speak with the person concerned.</li> <li>2. Allow a reasonable time frame for the issue to be addressed.</li> <li>3. If the grievance is not resolved, speak to:               <ul style="list-style-type: none"> <li>• the Principal / your Line Manager</li> <li>• Work Health &amp; Safety Representative</li> <li>• a member of the PAC (Personnel Advisory Committee)</li> <li>• AEU/PSA Union Representative</li> </ul> </li> </ol> <p>If mediation is required, you may request a support person.</p> <p><i>For further guidance, reference the DfE Employee Complaints Procedure.</i></p>

**Ratified by staff on 17/9/24**

**Ratified by Governing Council on: 16/9/24**

**Principal: Graeme Fenton**

**Review Date : September 2026**