

Light Pass Primary School Grievance Procedure



At Light Pass Primary School we support the right of any member of the school community to have issues and concerns addressed.

When raising a concern staff, parents and students are expected to:

- treat each other with respect, courtesy and maintain confidentiality
- raise the concern as soon as possible
- provide complete and factual information
- act in good faith to achieve an outcome acceptable to all parties
- have realistic and reasonable expectations about the course of action required to resolve the concern

Meetings to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner.

Students with a grievance should	Parents/Caregiver(s) with a grievance should	Staff with a grievance should
<p>Talk to the person about the problem at an appropriate time.</p> <p>Talk to a teacher/SSO/PCW about the problem at an appropriate time.</p> <p>Make an appointment to talk with the Principal.</p> <p>If the issue is unresolved, speak to your parent/caregiver who can then support you by following the steps as outlined.</p>	<p>Arrange a time to speak to the relevant teacher(s) about the problem. It is not appropriate to approach other students regarding issues.</p> <p>Please do not enter classrooms or the office about a major grievance without prior arrangement.</p> <p>Let the teacher know what you consider to be the issue.</p> <p>Allow a reasonable timeframe for the issue to be addressed.</p> <p>If the grievance is not addressed arrange a time to speak with the Principal.</p> <p>If the complaint is still not resolved to a satisfactory standard, contact the Parent Complaint Unit on 1800 677 435.</p>	<p>Arrange a time to speak to the person concerned.</p> <p>Allow a reasonable timeframe for the issue to be addressed.</p> <p>If the grievance is not resolved, speak to your Principal/Line Manager and ask for their support in addressing the grievance with the person involved.</p> <p>You may invite a support person when addressing the grievance.</p> <p>If the issue is not resolved within a reasonable timeframe arrange a time to speak to the Education Director.</p> <p>You may also contact the Employee Assistance Program (EAP) for support. edi.sa.edu.au/EAP.</p>

Further, more detailed information for **Parents/Caregivers** with a grievance is available in the Light Pass Primary School Parent Complaint Procedures document which can be found on our website. Further information for Employees can be found on the DfE website in the documents *Guide to Resolving Grievances and Complaints for DfE Employees* and *DfE Complaint Resolution for Employees Procedure*.