

# Penola Primary School

## Grievance Procedure



### Rationale

At Penola Primary School we believe a harmonious and positive learning environment promotes a strong partnership with the community. We promote fairness, consistency, respect, responsibility and inclusivity. Issues or concerns that may arise need to be managed and resolved fairly, efficiently, promptly and in accordance with relative legislation and Department for Education requirements.

### Aim

We aim for all members of our school community to work collaboratively and treat each other with respect. We work towards a positive outcome and a mutually agreed upon resolution to restore fractured relationships within an appropriate time frame.

### Principles of Procedures

Most concerns are based upon lack of understanding or misunderstanding that can be easily resolved. This requires a genuine and trusting relationship between home and the school and a commitment to resolve the issue where relationships are maintained.

It is important that grievances are kept confidential. Although you may wish to seek support from friends or an advocate, it is very important to choose somebody who can help resolve the problem.

### You can assist resolutions by:

- Addressing the issue within an appropriate time frame, rather than ignoring it (recommended within 48 hours).
- Stating your concerns clearly and objectively, stating the facts.
- Seeking a positive outcome.
- Respectful listening and not to be reactive.
- Controlling emotions.
- Not using social media to air grievances (as outlined in Penola Primary's Social Media Policy).

### At Penola Primary School our commitment when someone raises a concern are:

- Listen to concerns with an open mind and seek to understand them.
- Maintain confidentiality.
- Resolve problems in ways that respect individuals and attempt to meet the needs of all concerned.
- Communicate clearly, objectively and respectfully.



Government of South Australia  
Department for Education