

Penola Primary School Grievance Flow Chart



Parents with a Grievance with:

School Policy

Express your grievance in writing to the Governing Council of the school.

Your grievance will be discussed at a council meeting and you will be informed in writing regarding the outcome.

A Staff Member

Make an appointment to meet with the person concerned.

Discuss your grievance in a respectful and fair manner. The staff member will listen to your grievance.

Listen to the response as expressed by the staff member.

Together, decide what actions are to be taken by both parties to ensure the grievance is resolved.

Document (if necessary) the resolution so both parties are clear about the required action. Make time to meet together to check on progress.

If the grievance is not resolved make an appointment with the Principal.

A student

Express your grievance to the classroom teacher. ***Under no circumstances can a parent address an issue directly with the student.***

The teacher will address the grievance through the class management processes. Allow a reasonable amount of time for the grievance to be resolved.

Understand that some issues may be more complex and due to confidentiality some information cannot be discussed.

If the grievance is not resolved, make an appointment with the Principal.

If you are not satisfied with the outcome, you can contact the Department for Education Complaint Unit
1800 677 435

The Principal

Express your grievance to the person involved.

Discuss your grievance in a fair manner. The Principal will listen to your grievance.

Listen to the response of the Principal.

Together decide what action needs to be taken by both parties to ensure the grievance is resolved.

Document the resolution so both parties are clear about the required action. Make time to meet together at a later date to check on progress.

Grievance Table

The grievance table is intended to be followed in sequential order.

<p style="text-align: center;">Students</p> <p style="text-align: center;">with a grievance should</p>	<p style="text-align: center;">Staff</p> <p style="text-align: center;">with a grievance should</p>
<p>At the beginning of the school year and then continually reinforced, students are taught strategies in dealing with issues or concerns.</p> <ol style="list-style-type: none"> 1. Talk to the person about the problem. Discuss the questions or concern you are having with that person directly and clearly state the problem. Begin to discuss with an 'I' statement e.g. "I feel...when you...Please stop it" 2. You may wish to seek help if you are feeling uncomfortable. If you would like support in finding a resolution you could ask for assistance from a friend, a SRC Rep, a teacher, Pastoral Care Worker or your parents/ caregivers. 3. Ask a teacher to help you solve the problem. You need to tell the teacher everything and they will assist in supporting you find possible solutions. 4. If you feel the issue is not resolved you may wish to address your concerns with a member of the Leadership team or the Principal. 	<ol style="list-style-type: none"> 1. Arrange a mutually convenient time to speak with the person concerned and inform them of the topic to be discussed. 2. Allow reasonable time for the issue/concern to be addressed. 3. If the grievance is not addressed, you may like to speak to a member of the Leadership Team, PAC member or AEU sub-branch secretary. 4. If your grievance is unresolved or you feel you require support from the Principal please arrange a time to meet. The issue or concern will be documented and the Principal will respond within a reasonable time frame. 5. If your grievance is with the Principal or a member of the leadership team, and you have followed the above steps, but feel it is unresolved you can contact the Education Director at District Office. 6. If you are not satisfied with the outcome, you can contact the Department for Education Complaint Unit 1800 677 435

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