



# Hewett Primary School Grievance Procedure Policy

Good relationships within the school community give children a greater chance of success. However, in the event of a grievance, the following guidelines should be used.

## Key Principles

- Everyone should be treated with respect.
- Meetings to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner.

STUDENTS with a grievance should	PARENT/CAREGIVER(S) with a grievance should	STAFF with a grievance should
<ol style="list-style-type: none"> <li>1. Talk to the person about the problem at an appropriate time.</li> <li>2. If appropriate seek the help of a Peacemaker.</li> <li>3. Talk to a teacher, SSO or CPW about the problem at an appropriate time.</li> <li>4. Make an appointment to talk with the Student Wellbeing Leader.</li> <li>5. Make an appointment to talk with a member of the school leadership team.</li> <li>6. If the issue is unresolved, speak to your parent/caregiver who can then support you by following the steps as outlined.</li> </ol>	<ol style="list-style-type: none"> <li>1. Arrange a time to speak to the relevant teacher(s) about the problem. It is not appropriate to approach other students regarding issues.</li> <li>2. <b>Please do not</b> enter school classrooms or offices about a major grievance without <b>prior</b> arrangement.</li> <li>3. Let the teacher know what you consider to be the issue.</li> <li>4. Allow a reasonable timeframe for the issue to be addressed.</li> <li>5. If the grievance is not addressed arrange a time to speak with the Principal or Deputy Principal.</li> <li>6. If you are still unhappy, please arrange a time to discuss the issue with the Education Director.</li> <li>7. If the complaint is still not resolved to a satisfactory standard, contact the Parent Complaint Unit on 1800 677 435.</li> </ol>	<ol style="list-style-type: none"> <li>1. Arrange a time to speak to the person concerned.</li> <li>2. Allow a reasonable timeframe for the issue to be addressed.</li> <li>3. If the grievance is not resolved, speak to - <ul style="list-style-type: none"> <li>• Your Principal/Line Manager</li> <li>• A nominated grievance contact</li> </ul> <ul style="list-style-type: none"> <li>⇒ OHS&amp;W Representative</li> <li>⇒ Union Representative</li> <li>⇒ PAC (where appropriate)</li> </ul> <p><i>Ask their support in addressing the grievance by:</i></p> <ul style="list-style-type: none"> <li>⇒ acting as a mediator</li> <li>⇒ speaking to the person involved on your behalf</li> <li>⇒ monitoring the situation</li> <li>⇒ investigating your concern</li> </ul> </li> <li>4. If the issue is not resolved within a reasonable time arrange a time to speak to the Education Director.</li> </ol>

Further, more detailed information for **Parents/Caregivers** with a grievance is available in the Hewett 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*.

