

GRIEVANCE PROCEDURES POLICY

Updated	October 2016
Review date	October 2018

Aim: to resolve grievances in a fair and timely manner

Rationale: 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. At Surrey Downs we support the right of any member of the school community to have issues and concerns addressed.

The recommended procedure to be followed in addressing a grievance is, in the first instance, to approach the person with whom you have the grievance. However, if you feel you are unable to do this, please follow the suggestions in the following table:

STUDENTS	PARENTS	STAFF
<ul style="list-style-type: none"> • arrange a time to speak to the person concerned • let the person know what you consider to be your concern • if the grievance is not addressed let the person know you will be speaking to someone else • arrange a time to speak to someone in the school leadership team e.g. Assistant Principal, Principal • discussing your concern with your parents is an important part of this process 	<ul style="list-style-type: none"> • arrange a time to speak to the person concerned • let the person know what you consider to be your concern • if the grievance is not addressed let the person know you will be speaking to someone else • Arrange a time to speak to someone in the school leadership team, e.g. Assistant Principal, Principal. • If you are still dissatisfied approach the Education Complaint Unit ph: 188 677 435 	<ul style="list-style-type: none"> • arrange a time to speak to the person concerned • if the grievance is not addressed speak to your line manager, a trusted colleague, a nominated Grievance Contact Person (eg PAC member, WHS member, Union rep) or the Principal and ask for their support in addressing the grievance by speaking to the person involved. • if the grievance has still not been resolved with leadership support contact the Education Director.