



GRIEVANCE PROCEDURES FOR PARENTS AND STUDENTS

Ratified October 2014

*All children have the right to learn
Everyone is treated respectfully
We all have the right to feel safe*

WE VALUE:

*Teamwork, Respect, Responsibility,
Persistence and Honesty*

Procedures for Parents

The following guidelines are a joint and collaborative effort developed by staff and Governing Council to outline ways through which parents may raise issues or concerns regarding their child's education. **We believe that such issues or concerns are most effectively dealt with if they are raised in the following ways:**

- All personal matters such as concerns regarding student, parent or staff relationships should be raised directly with the school through the class teacher or Principal in a confidential manner.
- General school matters such as timing of sports days, parent / teacher interviews or comments about policies are most appropriately raised with the Principal and/or the Governing Council.
- Please contact the school to make an appointment as teachers and the principal have other commitments and may not be able to see you if you come to the school without an appointment. When raising a matter please be prepared to outline specific concerns. Let the teacher / Principal know what subject you wish to discuss as this will facilitate the process.
- You can bring a mediator or an advocate along to the meeting if you wish.
- At some stage a matter may need to be followed up, for example, with teachers, students or families.
- Every effort will be made to maintain confidentiality and to support all parties involved.
- There are a number of services which can be accessed by the school, on request, to support your child and family.

The procedure outlined below will assist you to raise a grievance and have it addressed.
Please follow the following steps in sequence:

1

- Make an appointment to discuss the grievance with your child's class teacher.

2

- If the matter is not resolved, make an appointment to discuss the grievance with the Principal.

3

- If you believe the result is inadequate, you may wish to raise the matter at the school level again or contact the Education Director, Coorong Mallee Partnership, at the Murray Bridge Education Office. Telephone: (08) 8532 0725

The Expectation of the Education Director will be that the above steps 1 - 2 have been followed before step 3 occurs.

Procedures for Students

At Geranium Primary School we aim to provide a safe and secure learning environment for all of our students.

All students attending Geranium Primary School are informed about how to use the Student Grievance Procedures for any concerns or issues they may wish to raise.

General school issues that students have may be raised at regular class meetings and discussed by the School Captains.

When students feel their emotions, feelings or property are not safe at school, they need to take action using the following steps:

Talk to a trusted adult or friend

OR

Talk to a class teacher

OR

talk to the Principal

THEN

if the situation is still not resolved, speak to their parent who will follow the Grievance Procedures for parents.