



Updated: June 2019

## GRIEVANCE PROCEDURES

Mount Barker Primary School is committed to providing a safe and secure learning environment for all students.

Our values of Respect, Responsibility and Resilience reflect our school's high expectations of all members of the school community to support students to become responsible citizens.

It is important that families, students, staff and the wider community work together to resolve issues of concern in a friendly, cooperative and collaborative way.

### 1 Students

- 1) Think about what happened – try to be calm!
- 2) Talk to the person about what is upsetting you and ask them to stop the behaviour.
- 3) If not resolved ask a trusted person to help.
- 4) Talk to a teacher who can support you to resolve the issue.
- 5) When you talk to the teacher, be calm and focus on the issue — you may find it helpful to write notes beforehand — use your notes to help you.
- 6) Make a plan so the problem can be sorted out.
- 7) Once you have a plan, all parties must accept the outcome.
- 8) If you are still unhappy you can see the Counsellor, the Deputy Principal or the Principal.
- 9) Inform your parents. Staff may also contact parents.



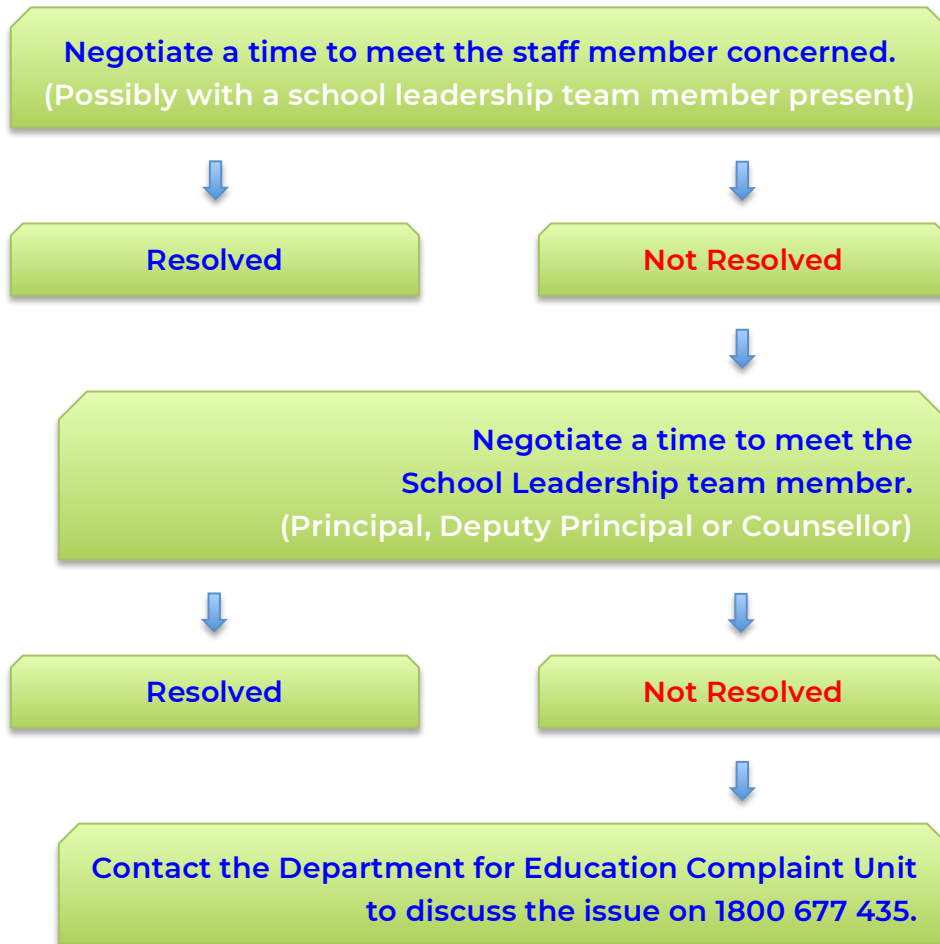


## 2 Parents and Carers

The school should always be the first point of contact. Please note that entering a class while a teacher is teaching is not an appropriate time.

- 1) Contact the teacher or the Front Office to arrange a mutually convenient time to speak to the relevant teacher(s) about the issue.
- 2) Let the teacher know what you consider to be the issue.
- 3) Allow a reasonable time frame for the problem to be addressed.
- 4) If you feel the grievance has not been addressed, arrange a time to meet with a member of the school Leadership Team
- 5) If the issue is still unresolved you may contact the Education Director on 8391 4705.
- 6) If the problem remains unresolved you may wish to direct your concerns to the Education Complaint Unit on 1800 677 435 or [Education.EducationComplaint@sa.gov.au](mailto:Education.EducationComplaint@sa.gov.au)





You may wish to seek support from a friend or family member to accompany you to the meeting(s).

## Contact Information

To see your child's class teacher please make an appointment directly, or through the Front Office on 8391 1241.

To see one of the Leadership Team (the Principal, Deputy Principal or Counsellor) please make appointments through the Front Office on 8391 1241.

Our School Education Director on 8391 4705

Or Department for Education Complaint Unit on 1800 677 435

[Education.EducationComplaint@sa.gov.au](mailto:Education.EducationComplaint@sa.gov.au)

