**GRIEVANCE PROCEDURE**

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 in supporting our students to become responsible citizens.

It is important that grievances are kept confidential. Although you may wish to seek support from friends or an advocate, it is very important to choose somebody who can help resolve the problem.

**You can assist the resolution process by:**

* Addressing the issue within an appropriate time frame, rather than ignoring it.
* Providing complete and factual information.
* Seeking a positive outcome.
* Respectful listening and controlling emotions.
* Not using social media to air grievances.
* Maintaining confidentiality.

**Students**

* Talk to the person who is upsetting you and politely ask them to stop their behaviour.
* Seek support from a teacher if the problem is not resolved and explain what’s happening. Remain calm while you explain the issue.
* Make a plan with the teacher’s help to sort out the problem. Everyone involved should agree on the outcome.
* Seek further help from the Student Well-Being Leader, the Deputy Principal, or the Principal if you are still unhappy after following the plan.
* Tell your parents about the issue and what steps you have taken.
* Remember it is important to speak up and get help when you need it.

**Parents and Carers**

* Arrange a meeting with the teacher to discuss the issue. You can contact the teacher or the Front Office to arrange a mutually convenient time. *Entering the classroom while a teacher is teaching is not an appropriate time.*
* Explain your concern to the teacher and what you believe the issue is.
* Allow the teacher time to resolve the issue.
* Seek further help from the School Leadership Team if the issue is still unresolved.

If the problem remains unresolved you may wish to direct your concerns to the Parent Feedback Department at [School or preschool complaints (education.sa.gov.au)](https://www.education.sa.gov.au/department/feedback-and-complaints/make-complaint-about-school-or-preschool)

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