

Quorn Area School

Grievance Procedures

Grievance Procedures are the process through which people are expected to solve problems or concerns in a school. At Quorn Area School there are processes for dealing with **Policy & Procedures** and **personal problems**.

Policy & Procedures

Policies are documents that detail what is to be done, why it is to be done and how it is to be done. All members of the school community are expected to abide by the contents of policies.

DECS policies cannot be changed at school level. School policies can be changed.

Procedures are the processes used for enacting policies in the school.

Personal Problems

Personal problems are the difficulties that individuals encounter with other people in the school.

Grievance Procedures are available for all members of the school community. Parents, students and staff members have processes to help them solve concerns in appropriate ways.

Grievance Procedures ensure that members of the school community:

- know what to do when they have a problem.
- are using the same sort of problem solving processes
- can ask a friend or advocate to support them during the process
- are informed of the outcome if involved in the process

Grievance Procedures:

- are designed to ensure that a satisfactory outcome is achieved.
- create a situation where everyone is dealt with fairly.
- create a situation where no one feels like a loser.
- ensure that relevant people are involved in helping work through the problem.
- focus on the concern and not the personalities of the people involved.
- help people be specific about what the problem is.
- are kept confidential by all those involved in the process.

If you need more information or advice about Grievance Procedures, talk to the Principal, Deputy Principal or School Counsellor.

Student Participation

Good relationships with other students and with your teacher and the other staff of the school give you a greater chance of succeeding at school.

Grievance procedures show you a way to successfully solve your concerns.

Your concerns can be about school policy or procedures (the way things are done in the school), or personal issues (what happens to you in the classroom or yard.)

Staff Participation

Good relations between staff members, provide positive role modelling and improve learning outcomes for students.

It is only natural, that on occasions, staff members will have concerns about each others performance, or about school policy and practices.

If the school decision making process is to succeed, with consultation and open discussion as the key criteria, it then follows, that the grievance process should also be consultative and open.

It is an employees professional responsibility to ensure that all school concerns are dealt with confidentially within the agreed processes.

It is important for the community to understand that the school is a place where professional people are working to provide the best service possible for the students and the community. Do not break confidentiality or undermine the good work of others by criticising the school or decisions made within the school publicly.

From time to time, a staff member may have a concern about a student which cannot be solved by using established school Student Behaviour Management procedures. It would then be appropriate to follow the Grievance Procedures outlined in this document.

Examples of when Grievance Procedures would be appropriate include:

- a student harassing a teacher
- ongoing lack of positive communication
- negative response to management techniques

Parent Participation

Good relationships between the school and community give children a greater chance of success.

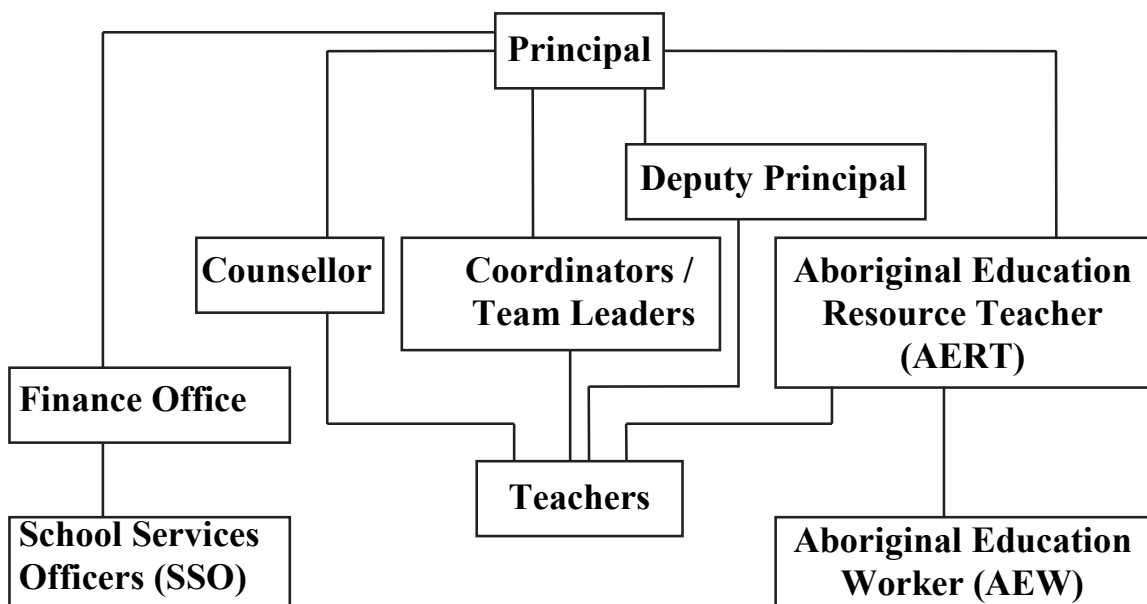
The school recognises that from time to time, parents will have concerns about what happens at school.

Concerns may relate to either staff performance (classroom or yard) or school policy (eg sports day, head lice).

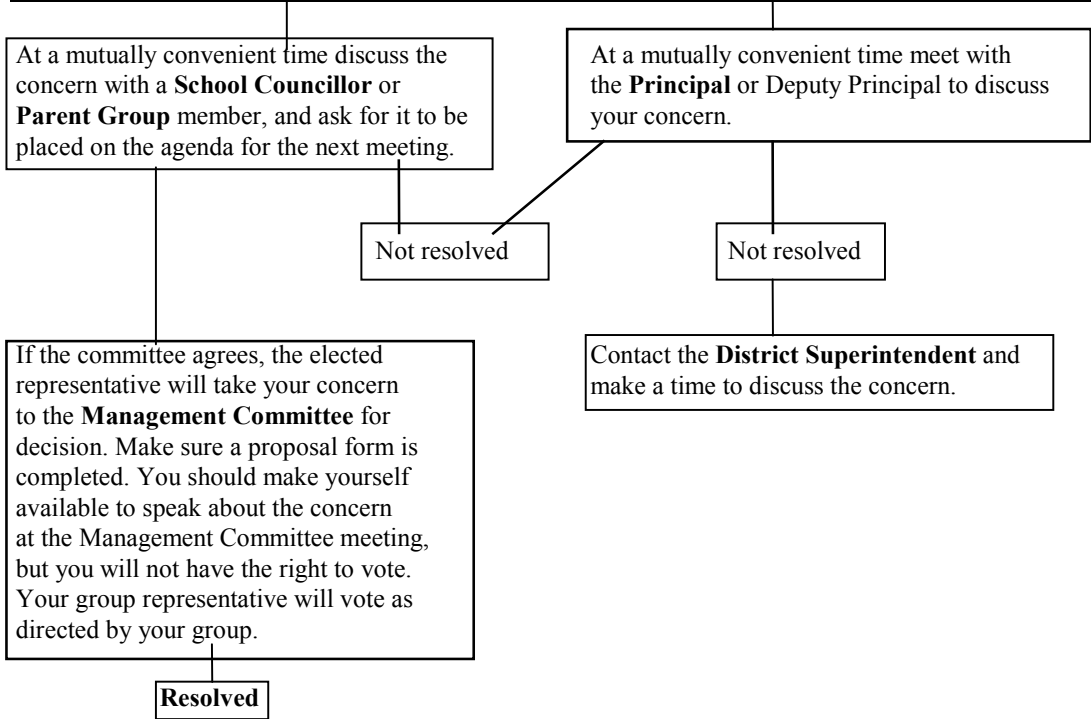
Under Education Department Guidelines, parent bodies, such as School Council and parent Groups must be directed by their chairpersons not to discuss performance of school staff.

When a matter is discussed in the hearing of a student, it is important that the student understands that you have confidence that the issue will be resolved confidentially at school level. Criticism of the school or teacher does not support the student's education as it undermines trust and confidence.

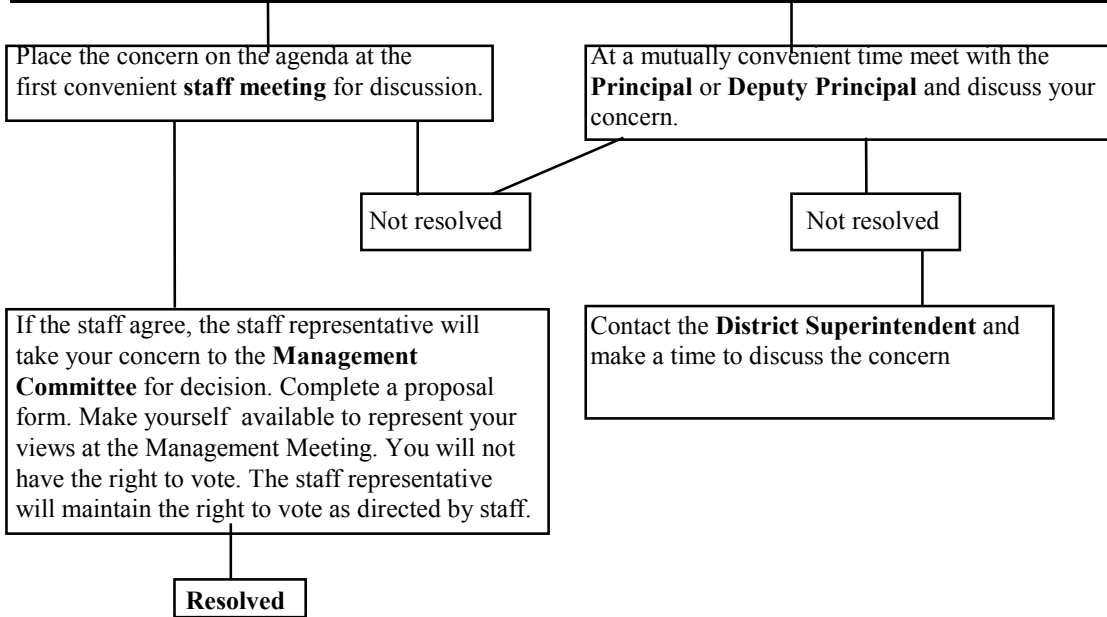
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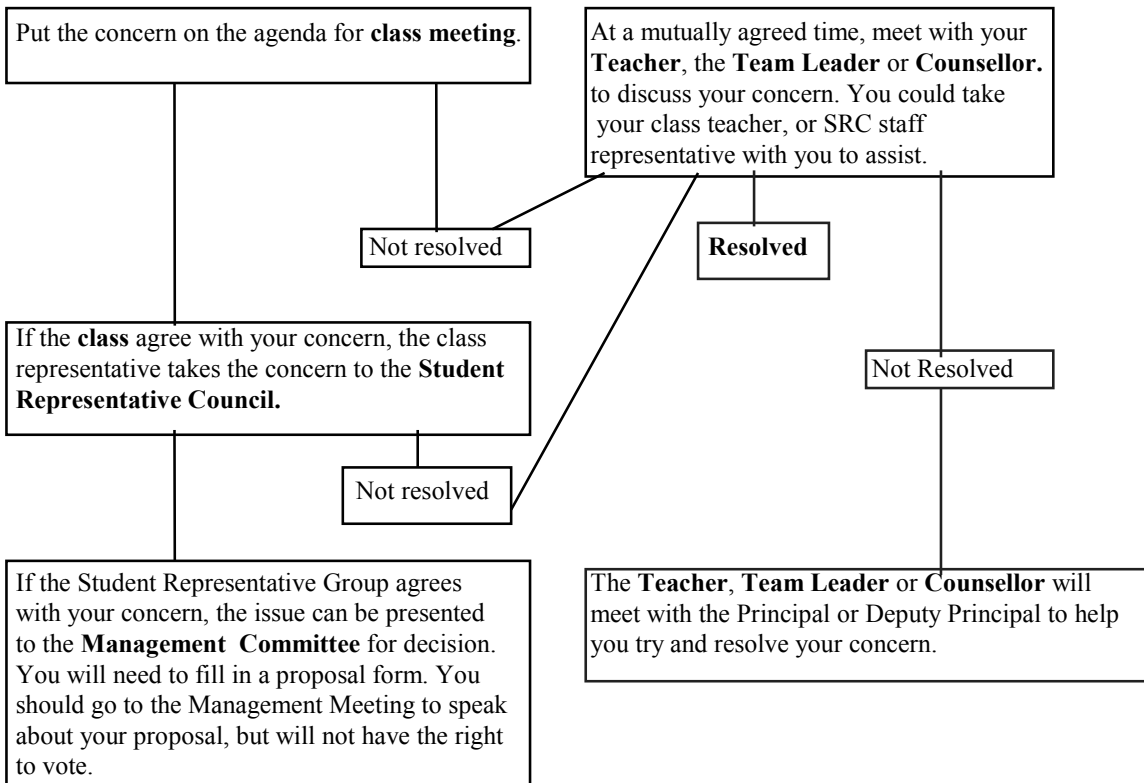
School Policy or Practice - Parent Concern



School Policy or Practice - Staff Concern



School Policy or Practice - Student Concern



**Personal Concern
Teacher & Support Staff Performance - Parent Concern**

At a mutually agreed time, meet with the **staff member** concerned and discuss the matter.

Resolved

Not resolved

At a mutually convenient time, meet with the **Team Leader, Principal or Deputy Principal** who will take the matter up as part of their supervision of the staff member.

**Personal Concern
Principal Performance - Parent Concern**

At a mutually convenient time, meet with the **Principal**, and discuss the concern.

Resolved

Not resolved

Contact the **District Superintendent** and make a time to discuss the concern. They will take the matter up as part of their supervision of the Principal.

**Personal Concern
Teacher & Support Staff Performance - Staff Concern**

At a mutually agreed time, meet with the staff member concerned, and discuss the matter.

Resolved

Not resolved

At a mutually convenient time, meet with the **Principal, Deputy Principal, Supervisor or Finance Officer**, who will take up the matter as part of their supervision of the staff member.

**Personal Concern
Line Manager Performance - Staff Concern**

At a mutually agreed time, meet with the **Line Manager**, and discuss the concern.

Resolved

Not resolved

At a mutually convenient time, meet with the Principal who will take up the matter as part of their supervision of the staff member.

Resolved

Not resolved

Contact the District Superintendent and make a time to discuss the concern. They will take up the matter with the Principal.

**Personal Concern
Staff Member concern about a Student
(refer to Staff Participation)**

At a mutually agreed time meet with the **student** to discuss the concern. Document the meeting.

Resolved

Unresolved

Notify your **Team Leader** of your concern. Meet with the **Parents** or **Caregivers** of the student.

Resolved

Unresolved

If the concern continues, advise the **Principal, Deputy Principal** or **Supervisor** who will work through the concern with the student and/or the student's parent or caregiver and the staff member.

Resolved

Unresolved

The Principal or Deputy Principal will decide on an appropriate course of action and the involvement of other services or processes.

Personal Concern
Student Concern about a Staff Member

At a mutually convenient time, meet with the staff member to discuss the concern.

Resolved

Unresolved

Speak to the School Counsellor, Principal or Deputy Principal about the concern.

Resolved

Unresolved

Ask the School Counsellor, Principal or Deputy Principal to arrange a meeting between themselves, the staff member concerned, and you. You may choose to have your parent or caregiver present.

Personal Concern
Student Concern about another student

Speak to the student telling them about your concern. You may choose to do this with your teacher present.

Resolved

Unresolved

If you have not already done so, speak to your teacher about the concern.

Resolved

Unresolved

Speak to the School Counsellor, Principal or Deputy Principal about the concern.