



# Yorketown Area School Grievance Procedures

Good relationships within the school community give children a greater chance of success. However, in the event of a grievance, the following guidelines provide clear steps to resolving the issue.

## Principles of our policy:

- Maintain confidentiality of people, information and involvement
- Everyone should be treated with respect
- Meetings to discuss grievances will be suspended if any person(s) behaves in an insulting or offensive manner

**Note:** Grievances between individuals are to be addressed within a short timeframe (eg 48 hours, by the end of the week) or laid to rest.

Students with a grievance should	Parent(s) and Caregiver(s) with a grievance should	Staff with a grievance should
<p><b>Steps:</b></p> <ol style="list-style-type: none"> <li>1. Talk to the person about the problem.</li> <li>2. Talk to a teacher or SSO about the problem at an appropriate time.</li> <li>3. If you feel uncomfortable, speak to someone with whom you feel comfortable, such as the Student Counsellor or Harassment Officers.</li> <li>4. If you are not happy, speak to the Deputy or Principal.</li> <li>5. If the issue is unresolved, speak to your parents or caregivers.</li> </ol>	<p><b>What to do first:</b>            Arrange a time to speak to the relevant teacher(s) about the problem.            Please meet the staff member(s) at the Front Office prior to the meeting.</p> <p><b>Steps:</b></p> <ol style="list-style-type: none"> <li>1. Let the teacher know what you consider the issue is.</li> <li>2. Allow a reasonable timeframe to address the issue.</li> <li>3. If you feel the grievance is not resolved, arrange a time to speak with the Principal or Deputy Principal.</li> <li>4. If you are still unhappy, please arrange a time to speak with the Educational Director (88212555).</li> </ol> <p><b>Note:</b>            Parent(s) with a grievance about School Policy should:</p> <ul style="list-style-type: none"> <li>• Contact a Governing Councilor to discuss the matter.</li> <li>• Arrange a meeting time with the Principal to discuss their concern.</li> <li>• Allow reasonable timeframe for issue to be addressed.</li> <li>• Arrange a time to discuss the issue with the Educational Director if unresolved.</li> </ul>	<p><b>Steps:</b></p> <ol style="list-style-type: none"> <li>1. Arrange a time to speak to the person concerned.</li> <li>2. Allow a reasonable time to address the issue.</li> <li>3. If the grievance is not resolved speak to:               <ul style="list-style-type: none"> <li>- Your Principal / Line Manager</li> <li>- A nominated grievance contact                   <ul style="list-style-type: none"> <li>• OHS&amp;W Representative</li> <li>• Union representative</li> <li>• PAC (where appropriate)</li> </ul> </li> </ul>               Ask their support in addressing the grievance by:               <ul style="list-style-type: none"> <li>- Speaking to the person involved on your behalf</li> <li>- Monitoring the situation</li> <li>- Investigating your concern</li> <li>- Acting as a mediator</li> </ul> </li> <li>4. If the issue is not resolved within a reasonable time arrange a time to speak with Educational Director.</li> </ol>

For further detail refer to the Department's documents - 'Grievance Procedures for Employees' and the 'Grievance Resolution Policy'.