



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

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