

## COOBER PEDY AREA SCHOOL GRIEVANCE PROCEDURES

The staff and parents of CPAS are committed to providing the best possible educational outcomes for our children. For this to occur it is imperative that positive working relationships exist between all of us. Clear lines of communication including a defined process for dealing with issues of concern contribute to this process.

### Keys to Success:

**CONFIDENTIALITY:** Confidentiality will be maintained at all times. It is essential that everyone respects this right and ensures that information remains only with those directly involved in this issue.

**RESPECT:** Everyone should be treated with respect; be heard and listen, and come to agreement or compromise.

The following grievance procedures are to support staff, students, parents and the community to resolve concerns.

STUDENTS	PARENT(S) CAREGIVER
<p><b>STEPS</b></p> <p>Use the Harassment Procedures if you are finding someone’s behaviour inappropriate.</p> <p>When you have a problem or difficulty:</p> <ol style="list-style-type: none"> <li>1. Talk to the person about the problem.</li> <li>2. Talk to a trusted friend and have him/her go with you to talk to the person about the problem.</li> <li>3. Talk to a teacher or SSO about the problem at an appropriate time.</li> <li>4. If you feel uncomfortable speak to a staff member, who you feel comfortable with.</li> <li>5. If the problem still persists ask to talk to one of the school leaders or to the Principal or Deputy Principal. Make an appointment at the Office, explaining the difficulty.</li> <li>6. If the issue is unresolved speak to your parent(s) or caregiver and they will use the following steps.</li> </ol>	<p><b>STEPS</b></p> <ol style="list-style-type: none"> <li>1. Arrange a time to speak to the relevant teacher(s) about the problem as a first course of action. Let the teacher know what you consider to be the issue. Make a mutually appropriate time to discuss the concern. Please note: It is not appropriate to use class or learning time.</li> <li>2. Allow a reasonable timeframe for the issue to be addressed.</li> <li>3. If the grievance is not addressed and you have unsuccessfully requested feedback, arrange a time to speak with the appropriate Senior Leader. The office team will help you to identify the right person to make an appointment with.</li> <li>4. If that hasn’t addressed your issue, make an appointment with the Principal. Explain the difficulty to the Front Office when making an appointment – this allows for follow-up and information gathering.</li> <li>5. If you are still unhappy please arrange a time to discuss the issue with the Complaints Unit:  <a href="https://www.education.sa.gov.au/department/about-department/contact-department/feedback-and-complaints-about-school-or-preschool">https://www.education.sa.gov.au/department/about-department/contact-department/feedback-and-complaints-about-school-or-preschool</a> </li> </ol> <p><b>NB</b> If you have a dispute with another student please talk to a staff member about the issue and he/she will resolve the issue. It is inappropriate for parents to discipline other students in the school grounds.</p>