



COOBER PEDY AREA SCHOOL GRIEVANCE PROCEDURES

Policy Document

Conflict can often result from misunderstandings. Therefore, it is important that the school and home have open and transparent lines of communication and a 'no blame approach' to any issue that may arise. Student learning is at the centre of everything we do including the social and emotional well being of students.

By modelling and promoting a positive culture, and always approaching an issue with the question: "How can WE work together to improve or resolve the problem" we will achieve more positive working relationships between home and school, and more successful solutions.

Guidelines:

- Raise the issue with the school in a calm and rational manner, bearing in mind that you have one side of an issue.
- Be prepared to talk specifics. That is, be prepared to talk about your own child and a particular incident.
- Parents can use an advocate (support person) to assist them in raising an issue.
- The grievances need to be kept confidential.
- At all times, it is important for the students' sake that the school and the teacher are not criticised in the students' hearing.
- When a grievance is discussed, the student involved needs to hear that there is confidence that it will be resolved at the school level.
- The school can only deal with issues that are raised in this way. If we are not approached about any concerns, then we assume that all is well.

Process:

Issues need to be raised in a confidential manner directly with the school and Steps 1 – 5 need to be followed through before activating Step 6.

- Step 1: Appointment made by parents/caregivers with the classroom teacher concerned.
(This makes the most productive use of the time available – the teachers are free to give you their full attention).
- Step 2: If dissatisfied make an appointment with the Junior School Assistant Principal or Senior School Deputy Principal.
- Step 3: If dissatisfied make an appointment with the Principal on 8672 5077.
(Let them know what subject matter is going to be raised as this shortcuts the procedures).
- Step 4: Meet with the Principal, Deputy Principal or Assistant Principal.
*a. This would be followed up with a phone call later to monitor the situation.
b. It may also result in a further discussion with the parents, class teacher and Principal.
c. It might include inviting outside support for the family or school, e.g. Guidance Officer, Social Worker, Behaviour Management Co-ordinator.*
- Step 5: If still apparent, a further meeting will be arranged between parents, Principal, Deputy or Assistant Principal and teacher involved.
- Step 6: If after Steps 1 – 5, parents still feel dissatisfied, approach the District Director on 8641 6877 in Port Augusta who will try to resolve the situation further.

At Coober Pedy Area School, we actively encourage parents/caregivers/students to raise issues they may have with the school or member of staff in a positive and constructive way.

Members of the Governing Council can be contacted to discuss ideas that may help us create a safe and enjoyable learning environment.

We look forward to your support.

Date: June 08