Memorial Oval Primary School
School Community Grievance Policy

Rationale:
Good relationships between our school and its community give our children a greater chance of success. At MOPS we support the right of any member of the school community to have issues and concerns addressed. When this happens we need to know the process to have our concerns heard and acted upon. These concerns may relate to a wide range of issues.

Aim:
To promote good relationships within the school community and to give the children a greater chance of success.
However in the event of grievance the following guidelines may be used.

Principles of this policy are that all parties are treated with respect. Any meeting to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner.

Under DECD guidelines, parent bodies, such as Governing Council and affiliated bodies must be directed by their Chairperson not to discuss performance of School Staff.

Students with a grievance could either: -
- Talk to the person involved.
- Talk to a member of Staff (i.e. teacher, counsellor, Deputy, Principal).
- Speak to someone with whom they feel comfortable.
- If the issue is unresolved, they should speak to their parent(s)/caregivers who might contact the school on their behalf.

Parents/Caregivers with a grievance could either: -
(The parent/caregiver may choose to have an advocate to support them.)
- Arrange a time to speak to the relevant teacher(s) about the problem
  (Note: Please do not enter the school classrooms or offices about a major grievance without prior arrangement. The teacher’s responsibility at the time is the class.)
- Let the teacher know what you consider to be the issue and allow a reasonable time frame for the issue to be addressed.
If the issue has not been addressed in the arranged time frame, ask to speak to the Principal or Deputy. Your concern will be resolved ideally within 15 days.
If unresolved, arrange a time to discuss the issue with the Assistant Regional Director Eyre Western who will try to assist you to resolve the situation 86456568.
If you are still dissatisfied you may wish to direct concerns to the DECD Parent Complaint Unit 1800677435

Teachers with a grievance should refer to the separate Staff Grievance Policy and DECD process.

In relation to grievances presented by students or parents/caregivers, their responsibilities are:
- Ensure that any grievances presented are addressed speedily and within an agreed time frame.
- Advise Staff representatives of any progress (includes Principal and/or Deputy)
- Seek advice/support from external agencies as required.

**Confidentiality**

*All parties in the interest of reaching an acceptable outcome keep concerns raised through the grievance procedure confidential.*

**Review Period:**

This policy to be reviewed every three years and is aligned with DECD Procedures.

### Issues regarding Staff / Students

At a mutually convenient time meet with the staff member concerned and discuss your concerns

### Issues regarding School Policy

At a mutually convenient time discuss the concern with a Governing Council rep who may seek clarification/information from the Principal and if appropriate be placed on the agenda to be raised at Governing Council.

**IF UNRESOLVED**

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

At a mutually convenient time meet with the Principal and discuss your concern

**IF UNRESOLVED**

Contact Eyre /Western Assistant Regional Director assigned to this school and discuss the matter with them 86456568 (Whyalla Office).

Contact DECD Parent Complaint Unit 1800677435

Reviewed March 2012