Grievance Procedures

At Wallaroo Primary School we

- **Care** for ourselves and for others
- **Respect** ourselves and one another
- **Persist** to resolve problems in a calm, positive way
- **Take pride** in helping others
- **Learn** from each other & from conflict
- **Encourage success** in solving problems
- **Work** as a team to solve problems

When someone has a complaint, we expect people to use our values:

- **We will** listen with an open mind and seek to understand each other
- **We will** maintain confidentiality
- **We will** treat each other with respect
- **We will** check out each issue carefully
- **We will** act in a way that is fair to everyone involved
- **We will** communicate clearly, calmly, sensitively and objectively
- **We will** take notes that will be kept in a central register.
STUDENTS

STEP 1:
Try using the ideas from our Anti-Bullying Policy to stop any harassment from other students.

STEP 2:
If the problem still exists, meet with your Class Teacher, School Counsellor or a trusted School Adult. (You can take a friend for support)

STEP 3:
Fill out a “Stay Safe, Keep Safe” form.

STEP 4:
If you are still unhappy about the problem, make a time to meet with the Principal to discuss the problem. Speak with your parents about the problem.

PARENTS/CARERS

STEP 1:
Decide who is the best person to speak with and arrange a time to speak with the relevant Teacher, Staff Member, Governing Council Member or trusted School Adult. The school will document parent complaints and actions to be taken to address the issue. These confidential notes will be kept in a central location.

STEP 2:
If the problem still exists, make a time to meet with the Principal to discuss the problem. (You can take a friend for support)

STEP 3:
If you are still unhappy about the problem, make a time to meet with the Regional Director, from the Yorke Mid North Office.

STEP 4:
If the problem remains a problem, parents are able to contact the Parent Complaint Unit.
They will advise, support and review the complaint if it remains unresolved at the school or regional level.

***If you have a dispute with another Student, please talk to a Staff Member / Principal about the issue for help to resolve it.

It is inappropriate for parents to discipline other students in the school grounds.

Wallaroo Primary School 8823 2190
Yorke Mid North Office 8821 2555
Parent Complaints Unit 1800 677 435
STAFF

STEP 1:
Decide who is the best person to speak with and arrange a time to speak with the relevant person. Seek to resolve it in ways that respect the needs of those involved.

STEP 2:
If the problem still exists, make a time to meet with the Principal to discuss the problem. (You can take a friend for support)

STEP 3:
If you are still unhappy about the problem, make a time to meet with the relevant advisor, eg. AEU Rep, EO Rep, OHSW Rep, Personnel Counsellor, PAC Rep.

STEP 4:
If you are still unhappy about the problem make a time to meet with the Regional Director.
These **Grievance Procedures** are supported by the following Wallaroo Primary School programs and procedures:

- Teaching our core values
- **Student Voice**, including SRC, Student Support Team, Class Meetings, Safety Ambassadors
- **Behaviour Code**
- Anti-Bullying Roles and Responsibilities for students, parents and staff
- Teaching the Child Protection Curriculum
- Teaching the Health Curriculum, including Safety Week, Healthy Week, Anti-Bullying, Child Protection and Drug Education
- Preventative and Developmental model of Primary School Counselling
- Friendly Schools Team
- Safety Ambassadors
- Safety Audits of student behaviours and attitude
- Statements of Understanding