

Ardrossan Area School

Success, Respect, Fairness



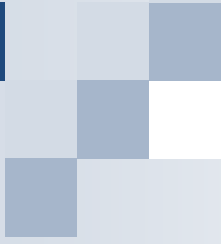
Grievance Guidelines & Procedures

Document Control

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Government of South Australia
Department for Education



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Revision Record:

Date	Revision Description



Grievance Guidelines & Procedures

GRIEVANCE PROCESS

At Ardrossan Area School we believe that respectful relationships within the school and between the school and its community are directly connected to successful learning for all students. However, it is only natural that from time to time grievances can arise for a wide range of reasons.

The following assumptions regarding grievance procedures apply:

- Everyone will be treated with respect
- People have the right to ask for a third party to be involved in the meeting.
- Meetings to discuss grievances should be deferred if any person(s) behave in an aggressive, insulting or offensive manner.

Parents/Carers with a grievance are asked to first approach the school. The process to do this is as follows:

1. Arrange a time to speak to the relevant staff member about the problem.
Please do not enter the school classrooms or offices to see staff about a major grievance without prior arrangement.
2. Let the staff member know what you consider to be the unjust or unfair action.
3. Establish a reasonable time frame for the issue to be resolved.
4. If the grievance is not addressed within the established time frame, arrange a time to speak to a member of the leadership team.
Senior Leader R to 6
Senior Leader 7 to 12
Principal
5. If you believe that the grievance has not been resolved please arrange a time to discuss the issue with the Education Director for the Southern Yorke Partnership on 8841 2002
6. The DECD Complaint Unit can also be contacted at any time for discussion or advice.
The hotline number is 1800 677 435