

GRIEVANCE PROCEDURES

At Ardrrossan 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, from time to time grievances may 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.
- Wherever possible, every reasonable effort will be made to resolve concerns or complaints at the local level in a timely and effective manner.

The Department for Education Complaint Management procedures are to be followed.

The following is a set of guidelines:

Students	Parents/caregivers	Staff
<p>Arrange a time to speak to the person.</p> <p>Let the person know what you consider to be unjust or unfair.</p> <p>If the grievance is not addressed, let the person know you will be speaking to someone else.</p> <p>Arrange to speak with another staff member, Wellbeing Leader or the Principal.</p>	<p>Arrange a time to speak to the relevant staff member about the problem.</p> <p>Let the staff member know what you consider to be the unjust or unfair action.</p> <p>Establish a reasonable time frame for the issue to be resolved.</p> <p>If the grievance is not addressed within the established time frame, arrange a time to speak to the Principal or a member of the leadership team.</p> <p>If you believe that the grievance has not been resolved please arrange a time to discuss the issue with the Education Director Kadina Portfolio.</p> <p>The Department of Education Customer Feedback Team can also be contacted at any time for discussion or advice. The hotline number is 1800 677 435</p> <p>*Site Leader to ensure The DfE Complaint Management procedure is followed, including documentation of complaints and the action taken to resolve the complaint.</p>	<p>Staff must follow the Employee Complaint procedure.</p> <p>Employees are encouraged to attempt to resolve their concerns informally in the first instance, where appropriate.</p> <p>This means:</p> <ul style="list-style-type: none"> • having direct conversations • being open to hearing the perspective of any other people involved • making reasonable adjustments to behaviours to support a positive and professional relationship. <p>Where personal resolution is not an option or has not been effective, an employee can submit a written complaint to the line manager of the person they're complaining about. If the line manager is involved in the complaint or otherwise conflicted in some way, the employee should send the complaint to the next level manager.</p> <p>A written complaint should:</p> <ul style="list-style-type: none"> • describe the nature of the issues • give details of the circumstances and provide evidence • state the desired outcome. <p>The Line Manager will follow the DfE Employee Complaints procedure.</p>

