

# STIRLING NORTH PRIMARY SCHOOL

## PARENT/CAREGIVERS GRIEVANCE PROCEDURES

Everyone within the school community should be treated with respect. Good relationships within our community give children a greater chance of success. However, occasionally there are grievances and these need to be addressed using the following guidelines.

### **GUIDELINES FOR RAISING A GRIEVANCE**

- Raise the issue with the school, bearing in mind that you have one side of the issue.
- Be prepared to talk specifics. That is, be prepared to talk about your own child and a particular incident.
- The grievance needs to be kept confidential so all involved feel respected.
- At all times, it is important for the student's sake that the school and the teacher are not criticised in the student's hearing.
- When a grievance is discussed, the student involved needs to hear that there is confidence that it will be resolved at 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 all is well.

### **PERSONAL MATTERS**

#### Steps

1. Arrange an appropriate time to speak to the relevant teacher about the problem. Let the teacher know what you consider to be the issue,
2. **Please do not enter** school classrooms or offices about a major grievance without **prior** arrangement.
3. Allow a reasonable timeframe for the issue to be addressed.
4. If the issue is unresolved, request a further meeting time to speak to the teacher concerned.
5. If the issue is not resolved, arrange a time to speak with the Deputy or Principal. Let them know what the issue is and the approaches you have already taken.
6. Allow time for the Deputy or Principal to address the issue.
7. If you are still unhappy, please arrange a time to discuss the issue with the district Superintendent.

### **GENERAL MATTERS**

Members of the School Council are prepared to raise general school matters such as wearing of hats, grounds upkeep etc. at School Council. Staff & the Principal can be contacted about general matters too.

# STIRLING NORTH PRIMARY SCHOOL STUDENTS' GRIEVANCE PROCEDURES

Everyone within the school community should be treated with respect. Good relationships within our community give children a greater chance of success. However, occasionally there are grievances and these need to be addressed using the following guidelines.

## **PERSONAL MATTERS**

### Options for students

- talk to the person concerned about the problem
- talk to a peer mediator
- talk to a teacher, SSO, AEW about the problem at an appropriate time
- if you feel uncomfortable, speak to someone, 'who you feel comfortable with'
- talk to the deputy or principal
- if the issue is unresolved, speak to your parents/caregivers

## **GENERAL MATTERS**

These can be raised at class meetings. Classes can put items on the agenda of the SRC, where it can be discussed with the whole school.

### MEETING PROCEDURE FOR ALL PARTIES ADDRESSING A GRIEVANCE

Meetings to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner.