



Grievance Policy

Commitment to our Community

At Aldinga B-7 we are committed to delivering quality education to students and their families. Positive relationships between our school, parents and caregivers and the wider community strengthen and enhance students' chances of success.

We recognize that from time to time, families may have a concern about an event or situation at school. Typical concerns generally relate to an aspect of school life: i.e. classroom and yard interactions, student management or school policy.

The school takes all concerns seriously and undertakes to working side by side with families and caregivers to address situations that arise using the processes outlined.

Any concerns, make early contact

It is essential to know the appropriate way to have concerns listened to, acted upon and resolved as soon as possible.

If we do not receive information, then we assume that all is well. For this reason we encourage you to make contact with the school as soon as you have a concern or issue. Experience has shown that when parents contact the school quickly to make us aware of a situation it is resolved better and faster.

Dealing with a concern: Who, What, When, and the Outcome

WHO: Teachers and leadership team are available to provide support for your child. Your concerns will be discussed with the relevant people with appropriate regards to confidentiality.

WHAT: Be **specific** about your concern, (e.g. describe the incident and/or quote the words used.)

WHEN: You **will** be informed of the outcome in a timely manner. If you are concerned, ring the school to find out about progress. Sometimes it takes a while to follow up a matter as it may involve a number of steps and people.

OUTCOME: We will verbally inform you of the outcome. In the case of a serious situation we will communicate the outcome in writing **to** give you an opportunity to respond if you wish and to ensure the matter is properly and fairly resolved.

Respect for Confidentiality

Confidentiality is very important in addressing any situation successfully. As a parent you may wish to seek support from friends or an advocate. You are urged to do so wisely. Discussions out in the community are generally unhelpful in resolving issues. They can also cause unnecessary offence or hurt to innocent persons. When discussing the matter in the hearing of your child or their friends, we urge you to ensure it is clear that your family is committed to resolving the situation confidentially at a school level. For this reason, we ask that you avoid criticism of the school or staff member. It neither supports the child's education nor helps to build and maintain trust and confidence.

Clear and fair process

At all times, there is an expectation that all parties must behave in a manner that respects the rights and the obligations of all persons directly or indirectly involved.

Dealing with emotions positively

We respect and understand that some situations can be emotionally upsetting. It is not acceptable to approach staff in an aggressive manner or approach other parents about student issues or the student themselves.



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PARENTS AND CAREGIVERS FLOWCHART FOR RAISING A CONCERN

CONCERNS SHOULD BE TAKEN UP IN THE FOLLOWING WAYS

