



Burra Community School

PARENT/CAREGIVER GRIEVANCE GUIDELINES and PROCEDURE

Reviewed: August 2015

Rationale

- Good working relationships between parents/caregivers and staff benefit all members of a school community.
- Issues may arise between parents/caregivers and staff that need to be addressed and resolved.
- Unresolved issues can affect the relationship between parents/caregivers and staff and ultimately impact on student learning outcomes.

Purpose

To state a clear and fair process for resolving grievances.

The Principles of Natural Justice

General procedural fairness in the handling of a grievance includes all of the following elements:

- the right to a fair hearing
- the right to attend hearings with a support person
- the opportunity for all parties involved to be heard
- the respondent having full knowledge of the nature and substance of the grievance
- the complainant not determining the outcome but may be a party to it
- the right to an independent, unbiased decision maker
- a final decision that is based solely on the relevant evidence

Steps to resolving a grievance

Parents/caregivers and staff involved in meetings as described below need to be respectful and show a willingness to find a solution to the grievance. Meetings will be suspended immediately if offensive or insulting language is used.

1. Contact the teacher directly (preferably in writing). Arrange a meeting if needed to resolve the issue.
2. If the issue is not resolved, contact the staff member again and arrange a meeting with the staff member, Leadership and student if necessary.
3. If the matter is still not resolved contact the Principal to decide on a process to resolve a grievance.
4. If the matter is still not resolved parents/caregivers may contact the Port Pirie Education Office, 59 Mary Elie Street, Port Pirie on 8632 0600

Evaluation:

This policy was last ratified by the Governing Council in 2015
This policy will be reviewed as part of the school's three-year review cycle.

2018

