



# Wilmington Primary School

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Government of South Australia

Department for Education

## Wilmington Primary School Grievance Procedure

At Wilmington Primary school we support the right of any member of the school community to have grievances, issues and concerns addressed confidentially, promptly and sensitively.

The usual procedure to be followed in addressing a grievance is, in the first instance to approach (either personally or in writing) the person with whom you have a grievance, issue or concern.

### When raising a grievance, issue or concern staff, parents and students are expected to:

- treat each other with respect and courtesy
- raise the concern as soon as possible
- provide complete and factual information
- act in good faith to achieve an outcome acceptable to all parties
- have realistic and reasonable expectations about the course of action required to resolve the concern
- maintain confidentiality

### Things that do help include:

- checking out the facts straight away with the person/s most likely to know, so that misunderstandings and rumours can't get started
- recognising that there is always another side to the issue (or indeed several sides depending on how many people are involved)
- asking a trusted friend to go with you to discuss a problem if you feel you need support
- being clear about the "next step" if you feel that your first attempts haven't been successful

Students	Parents	Staff	General School Concern
<p><b>Step 1</b> If someone is doing something to you that you do not like tell the person who is doing something to you to stop Eg Use an "I" statement</p> <p><b>Step 2</b> Ask a friend to help you to tell them to stop</p> <p><b>Step 3</b> If it continues ask a member of staff to help you tell them to stop</p> <p><b>Step 4</b> If it continues ask the Principal to help it stop</p> <p><b>Step 5</b> Keep reporting every time it happens until it STOPS</p> <p><b>Anytime</b> Discuss your concern with your parents</p>	<p><b>Step 1</b> Arrange a mutually convenient time to speak with the person concerned</p> <p><b>Step 2</b> Discuss issues to find a workable solution</p> <p><b>Step 3</b> If issue remains, set up another meeting or contact Principal to set up a mutually convenient meeting</p> <p><b>Step 4</b> If issue remains, Contact Education Complaint Unit 1800 677 435</p> <p><b>Step 5</b> If issue remains Contact SA Ombudsman</p>	<p><b>Step 1</b> Arrange a mutually convenient time to speak with the person concerned</p> <p><b>Step 2</b> If the issue is not addressed, speak to your grievance officer or trusted colleague, and ask for their support in addressing the grievance by speaking to the person involved</p> <p><b>Step 3</b> If the grievance has still not been resolved speak to your principal</p> <p><b>Step 4</b> If issue remains Contact Education Director</p>	<p><b>Step 1</b> If classroom related speak to the teacher</p> <p><b>Step 2</b> If general school concern speak to the Principal</p> <p><b>Step 3</b> Discuss issues to find a workable solution</p> <p><b>Step 4</b> If issue remains set up another meeting with the Principal or Governing Council Chairperson</p> <p><b>Step 5</b> If issue remains, Contact Education Complaint Unit 1800 677 435</p> <p><b>Step 6</b> If issue remains Contact SA Ombudsman</p>