

## LAURA PRIMARY SCHOOL Grievance Procedures POLICY

*Please note this policy is mandatory and staff are required to adhere to the content*

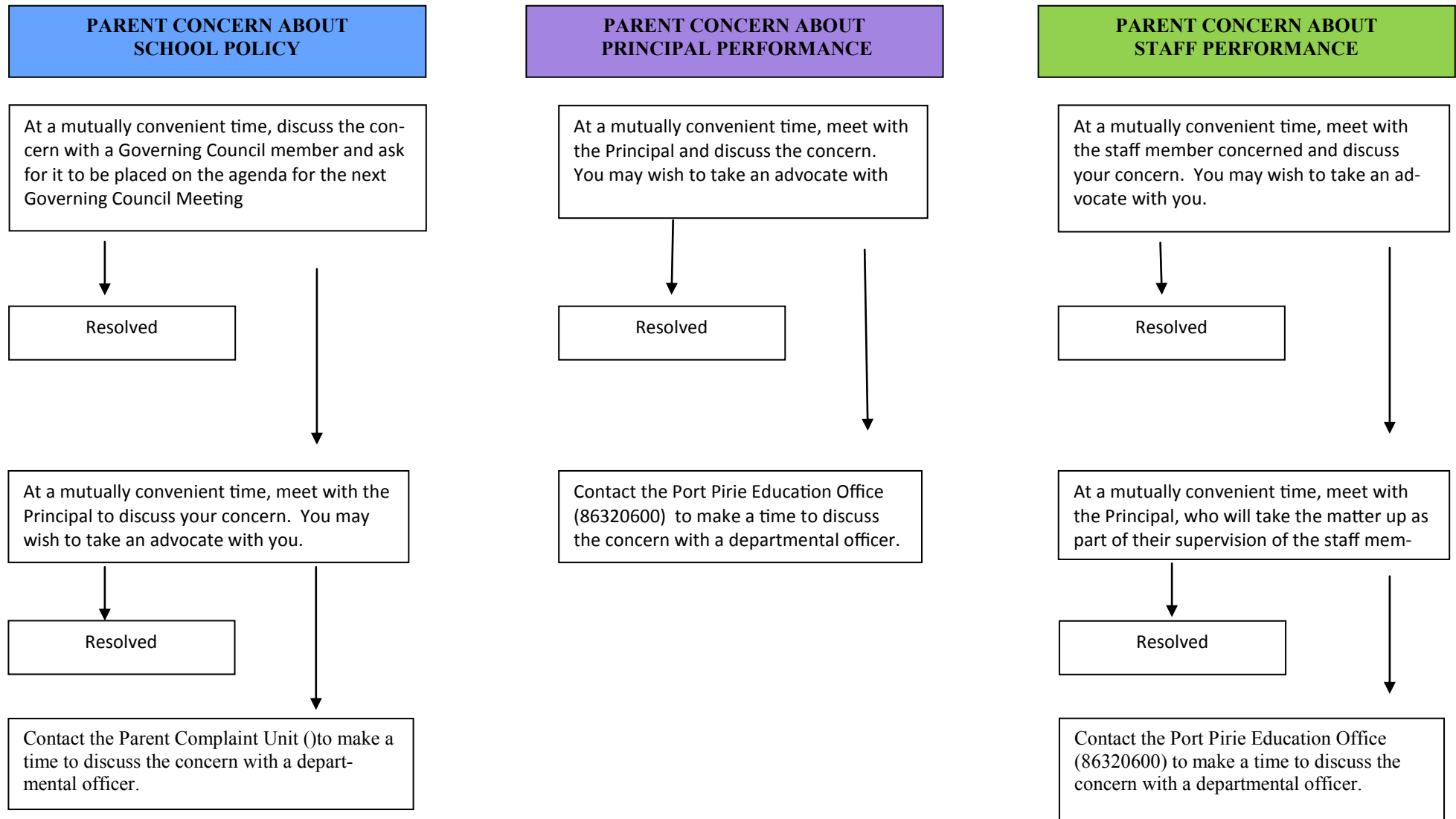
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# LAURA PRIMARY SCHOOL GRIEVANCE PROCEDURES

*It is important that these grievances are kept confidential.*

Good relationships within our school allow staff members to fulfil their roles and also give students a greater chance of success. It is only natural that from time to time staff, students and parents will have concerns about what happens at school. When this happens, we need to know the correct way to satisfactorily have our concerns heard and acted upon.

Your concerns may relate to parent relationships, student and staff performance or school policies. The school can only deal with issues that are raised in the ways outlined below.



**STAFF CONCERN ABOUT SCHOOL POLICY**

At a mutually convenient time, meet with the Principal to discuss your

Resolved

Bring up at staff meeting/PAC for whole staff discussion

Resolved

Contact Education Director's office to make a time to discuss the concern with a DECD officer.  
and/or  
Contact Employee Assistance Program (EAP) 1300 687327

**STAFF CONCERN ABOUT STAFF PERFORMANCE**

At a mutually convenient time, meet with the staff member personally and discuss your concern

Resolved

At a mutually convenient time, raise the issue with the Principal, who will then raise the matter with the staff member as a part of Performance Management

Resolved

Contact Education Director's office to make a time to discuss the concern with a DECD officer.  
and/or  
Contact Employee Assistance Program (EAP) 1300 687327

**STAFF CONCERN ABOUT PRINCIPAL PERFORMANCE**

At a mutually convenient time, meet with the Principal to discuss your concern

Or  
In writing, express the concern and hand it to the Principal and ask to meet to discuss the written concern

Resolved

Contact Education Director's office to make a time to discuss the concern with a DECD officer.  
and/or  
Contact Employee Assistance Program (EAP) 1300 687327

**STAFF CONCERN ABOUT PARENT**

At a mutually convenient time, meet with the Principal to discuss the parent concern and arrive at possible strategies

Or  
Meet with another staff member to discuss the concern to arrive at possible strategies

Resolved

Raise the concern with the PAC if the issue is affecting your practice

Resolved

Contact Education Director's office to make a time to discuss the concern with a DECD officer.  
and/or  
Contact Employee Assistance Program (EAP) 1300 687327

## Student Concern About Another Student

Speak with your parents.

At a time that is good for all students involved, meet together to sort it out! If needed bring a friend or a staff member.



All sorted



At a time that is good, meet with the principal or a teacher to talk about the problem. Can bring a friend if needed.



## Student Concern About A Staff

Speak with your parents.

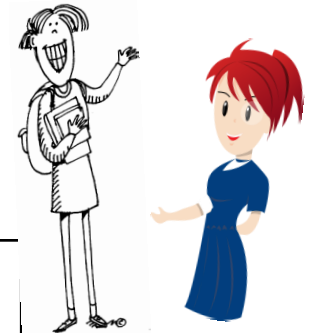
At a time that is good for all, meet together to talk about the problem. If needed bring a friend or a staff member.



All sorted



At a time that is good for both principal and student, meet to talk about the problem. Can bring a friend or parent if needed.



Reviewed: October 2015

Ratified: 26/10/15

Review Date: 2018

