



Mulga Street Primary School

Grievance Procedure

Because we are a large group of people interacting every day, friction does develop between individuals from time to time. We genuinely appreciate those families who 'nip things in the bud' so to speak, and approach either the teacher or member of leadership as soon as tension occurs. Under no circumstance should families directly approach other families or children to resolve a dispute.

A copy of the Grievance Procedure is below:

1. In the first instance, arrange to talk to the person who knows about the situation.

- The classroom teacher
- The yard duty teacher
- The Principal
- The Deputy Principal
- The Well Being Leader
- The Governing Council or the relevant committee

It will always help the situation if you are calm and honest in your approach. If the situation concerns another child, you should not approach child directly.

2. Your concern deserves time in order to be resolved. Let the person know about your concern with a note or telephone call. This means they will be prepared and have all the necessary information. A time can then be set up which suits you both. If, together, you are not able to sort out the problem, let the person know that you intend to speak to someone else. Arrange a time to speak to the Principal, Deputy Principal or Well Being Leader, providing information, which will enable the meeting to be as useful as possible.

3. If at the end of this meeting the problem still is not able to be resolved you may contact the District Office or The District Officers will need to be sure that all attempts have been made to sort out the issue, using the process described above.

It is important that Families contact someone, and particularly the person or persons directly involved, as soon as possible so that the issue can be dealt with at an early stage, it is important that the matter is resolved as soon as possible.



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CONTACTS

Teachers should be contacted through the Front Office

Principal Mrs Mardi McClintock 87259955

Deputy Principal Miss Alison Whibley 87259955

Well Being Leader Mrs Keston Green 87259955

District Office 87245300

Roles and Expectations

Parents / Students can Expect

- A safe learning and caring environment
- Broad, balanced and rigorous curriculum
- Information about all aspects of students' education
- Information about school policies and procedures
- Opportunities to put forward their point of view and express opinions and concerns
- To be treated fairly and equitably
- Opportunities to be involved and to participate in activities in the school
- Clear accessible communication channels
- Confidentiality

The School Expects

- Parents to treat staff with respect and listen to their point of view
- Support for school policies and procedures, such as Behaviour Management, Uniform, Policy, Attendance Policy
- Concerns will be raised at the school through the appropriate personnel
- Confidentiality will be maintained



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Mediators

- Are available in some communities to assist in the resolution of some concerns, such as counsellors or social workers
- Advocates

Advocates

- Support might be enlisted in specific areas about particular concerns, such as students with disabilities Support People

Support Person

- At times support people might be enlisted to assist in the resolution of concerns or to debrief with the person or attend meetings with another person

There will be times when you feel, for a variety of reasons, that you are unable to speak to the person described as the first point of call. If this is the case, let the Principal, Deputy Principal or Wellbeing Leader know.

Where possible it is best if you speak directly to the person concerned.

General school matters such as:

- The timing of Sports Day
- School policies
- Facilities
- Student Free days
- Or other

Are issues which are appropriate to be raised through the Governing Council or through a representative.

All personal matters such as those about, parent or staff relationships should be raised directly with the school through the class teacher, another staff member, the Deputy Principal, Principal or Wellbeing Leader in a confidential manner.

CONFIDENTIALITY STATEMENT

It is important that your concerns are kept confidential, and although at times you may wish to seek support from friends or an advocate, it is important to do this wisely. When the matter is discussed in the students' hearing, it is important that the student understands that you have confidence that the issue will be resolved confidentially at the school level. Criticism of the school or teacher does not support the child's education as it can undermine trust and confidence.

Similarly, staff are expected to keep concerns that have been raised confidential and must not discuss the issue/s in front of students. Staff would also expect the matters to be resolved with parents and caregivers appropriately.



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