



Complaints and Grievance Procedures.

This procedure is applicable to: all DECD employees at West Lakes Shore School R-7

DOCUMENT CONTROL

Managed by: Principal	Responsible position: Principal	Version: 1.
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REVISION RECORD

Date	Version	Revision description
15/2/2016	1	Transference of West Lakes Shore Grievance Policy to the new Procedure Format with addition of new DECD material.



1. TITLE Grievance Procedures

2. PURPOSE

Our school has both a desire and a responsibility to ensure that high standards of conduct are maintained by staff and students at all times, and that grievances are managed and resolved fairly, efficiently, promptly and in accordance with relative legislation and Education Dept requirements.

3. SCOPE

This procedure clarifies the steps that can be taken within the school setting before complaints and grievances are advanced to DECDs formal complaints procedures. The formal avenues for grievances and complaints that are not able to be successfully managed at the school level is as follows.

The Education Complaint Unit provides advice and support to the community in relation to complaints about DECD public schools, preschools and early childhood services.

The unit:

- facilitates complaints resolution procedures between complainants and DECD schools, preschools or early childhood services where possible
- advise complainants about their avenues or internal and external review where complaints have not been resolved at a local level
- may provide a formal review of complaints where there are concerns of procedural error or unreasonableness by a DECD public school, preschool or early childhood service

The Incident Management Division (IMD) assesses complaints of suspected or alleged misconduct against department employees. This includes allegations related to suspected or alleged misconduct towards children and young people.

The Incident Management Division is made up of six areas of responsibility:

- Case Management
- Intake and Assessment – Complaint Assessment Panel
- Investigations Unit
- Misconduct, Discipline and Advice Unit
- [School care](#) (notifiable incidents in schools)
- [Education complaint unit](#)
- [Incident management division](#)

4. OBJECTIVES

We believe good working relationships within the school community provide:

- *an effective learning and work environment.*
- *a greater chance of success for students.*
- *open communication.*

PRINCIPLES OF OUR PROCEDURES

- Everyone should be treated with respect and has a right to be safe.

- Resolving conflict as soon as possible is important to maintain the climate of trust.
- Meetings to discuss grievances will be suspended if any person behaves in an insulting or offensive manner.

5. PROCEDURE DETAIL

IN THE EVENT OF A GRIEVANCE AT OUR SCHOOLS THE FOLLOWING GUIDELINES ARE RECOMMENDED:

STUDENTS WITH A GRIEVANCE:

At the beginning of each year students are explicitly taught skills to deal assertively with harassment and conflict as it arises as part of the Term 1 Connected Curriculum Module.

Step 1

Solve the problem *safely* her/himself by letting the person who is harassing/bullying them know how they feel and it needs to stop.

Step 2

Seek the help of another student.

Step 3

Speak to the teacher to help.

Talk to family members to ask for advice and strategies for solving the issue.

Step 4

Revisit the above strategies and if it continues seek the support a member of leadership.

PARENTS / CAREGIVERS WITH A GRIEVANCE:

Step 1

Arrange a time to speak with the relevant teacher or teachers about your concerns.

Allow a reasonable timeframe for the issue to be addressed.

Revisit with the teacher if the issue is unsolved.

Step 2

Arrange a time to speak with the Principal or Deputy.

Step 3

If you are not happy with the outcome please arrange a time to speak with someone based at the Education Complaint Unit. Free Call Hotline: 1800 677 435 Email DECD.parentcomplain@sa.gov.au

NOTE: A parent with a grievance about school policy should:

Arrange a meeting time with the principal to discuss the concern.

Allow a reasonable timeframe for the issue to be addressed at school.

The Education Complaint Unit is able to support parents to resolve an issue at school level. Parent Complaint Unit Free Call Hotline: 1800 677 435 Email DECD.parentcomplain@sa.gov.au

The role of Governing Council is to provide advice and comment on whole school business and not to address individual concerns. School Council provides advice to the Principal.

TEACHERS WITH A GRIEVANCE:

Step 1

Name of document

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Time and Date

☑ Speak with the person concerned regarding the issue.

Step 2

If it continues seek information and support from:

- Your Principal or line manager.
- A nominated grievance contact person.
- H&S representative.
- Union representative.
- PAC member.

Ask their support in addressing the grievance by:

- Speaking to the person involved on your behalf.
- Monitoring the situation.
- Investigating your concern.
- Acting as a mediator.

Step 3

If the issue is not resolved within a reasonable timeframe ask for further support which could include DECD Counselling service

Education Director's Office 8366 8864

6. ROLES AND RESPONSIBILITIES

Party / Parties

Principal and Leadership team

Roles and responsibilities

It is important that all complaints, ensuing procedures and outcomes are fully documented. All grievances that are reported to a departmental employee, including the principal, will be recorded.

The Education Complaint Unit

provides advice and support to the community in relation to complaints about DECD public schools, preschools and early childhood services.

Incident Management Division

assesses complaints of suspected or alleged misconduct against department employees. This includes allegations related to suspected or alleged misconduct towards children and young people.

7. MONITORING, EVALUATION AND REVIEW

This policy will be reviewed by Personnel Advisory Committee and Governing Council in consultation with staff and students.

8. DEFINITIONS AND ABBREVIATIONS

Term	Meaning
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9. ASSOCIATED DOCUMENTS

Guidance documents

See the following documents for further advice and guidance:

- [Consumer complaints management and resolution policy \(PDF, 159.3 KB\)](#)
- [Consumer complaints management and resolution procedure \(PDF, 242.8 KB\)](#)
- [Unreasonable complainant conduct procedure \(PDF, 242.8 KB\)](#)
- [Complaint resolution for employees procedure 2007 \(PDF 1678k\)](#)
- [Complaint resolution for employees policy \(PDF 468k\)](#)

Related information

- [Resolving complaints and requesting reviews](#)
- [Merit selection complaints](#)
- [Incident Management Division](#)

Other websites

- [Feedback and complaints about a school or preschool](#) - sa.gov.au

10. REFERENCES

Education Complaint Unit

Phone: 1800 677 435

Email: DECD.EducationComplaint@sa.gov.au

Website: <http://www.sa.gov.au/topics/education-skills-and-learning/general-information/feedback-and-complaints/schools-and-preschools>

Incident Management Division

Phone: 8226 1840

Email: DECD.IMD@sa.gov.au