

# **ENFIELD PRIMARY SCHOOL** **GRIEVANCE PROCEDURES**



We aim to provide a clear procedure to enable all school stakeholders to voice their grievances and seek appropriate resolution. We acknowledge:

- Effective relationships within the school community provide the best educational opportunities;
- Our school has a responsibility to ensure that high standards of conduct are maintained by learners, parents/caregivers and staff at all times;
- Staff conduct, as employees of the Department for Education, is underpinned by *The Code of Ethics for the South Australian Public Sector*, and *Australian Professional Standards for Teachers & Principals*.
- Grievances will be managed and resolved fairly and effectively in accordance with the Department for Education *Complaint Management Procedures*.

## **PROCEDURES**

<b><u>CHILDREN with grievance will:</u></b>	<b><u>PARENTS/FAMILIES with grievance will:</u></b>	<b><u>STAFF &amp; VOLUNTEERS with a grievance will:</u></b>
<p><i>These steps are in line with the school behaviour management processes, underpinned by Restorative Justice practices.</i></p> <ul style="list-style-type: none"> <li>• Talk to the person in a respectful way – ask them to please stop what they are doing.</li> <li>• Report the incident/ behaviour to a teacher, SSO or staff member.</li> <li>• Participate in a restorative conference with all involved.</li> <li>• Make a time with the Leadership member if things are not resolved.</li> <li>• Inform parents - staff may also contact parents.</li> <li>• If resolved – make a positive connection or keep away.</li> </ul>	<ul style="list-style-type: none"> <li>• Speak only to staff, do not approach families or other children.</li> <li>• Talk to the teacher/staff member about the issue at a negotiated time.</li> <li>• Seek to resolve it in a way that respects the needs of those involved.</li> <li>• If a grievance is not resolved – arrange a time to speak to one of the Leadership team.</li> <li>• If it is still unresolved discuss the issue with the Education Director.</li> <li>• If it is still unresolved contact the <i>Customer Feedback Unit</i> (details on our website)</li> </ul>	<ul style="list-style-type: none"> <li>• Use the ‘24/48 hr rule’.</li> <li>• Talk directly with the person about the issue/ concern.</li> <li>• Seek to resolve it in a way that respects the needs of those involved.</li> <li>• If a grievance is not resolved speak to:               <ul style="list-style-type: none"> <li>○ Your line manager/principal.</li> <li>○ Union Representative.</li> <li>○ PAC [ where appropriate ]</li> <li>○ Counselling service.</li> </ul> </li> <li>• If not resolved – contact the Education Director, [in writing if desired ]</li> </ul> <p><i>For further guidance reference the DfE Employee Complaints Procedure.</i></p>

## **ROLES / RESPONSIBILITIES OF MEMBERS OF THE SCHOOL COMMUNITY**

All members of our school community have a responsibility to contribute positively by adhering to the grievance procedures and allow time for this to occur. These responsibilities support a safe and productive workplace, through respectful and professional communication, including:

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| <ul style="list-style-type: none"> <li>• Speaking directly to the person / people involved in a timely manner.</li> <li>• Being open to hearing the perspective of any other people involved.</li> <li>• Making responsible adjustments to behaviours to support positive professional relationships.</li> <li>• Where necessary, <i>Report an Injury</i> – DfE online (ED155)</li> </ul> | <ul style="list-style-type: none"> <li>• Consider relevant local and department policies, procedures and guidelines that can support working towards a resolution</li> <li>• Monitoring the situation</li> <li>• Investigation of the concerns</li> <li>• Acting as a mediator, or support person when required</li> <li>• Seeking other intervention / assistance e.g. EAP</li> </ul> |
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**UPDATED: Term 1, 2021**