



Grievance Procedure

At Allenby Gardens Primary School we believe that good relationships and a strong partnership between the school and its community promote a positive learning environment for students. Our school has a responsibility to provide a safe and secure environment free from harassment where students, teachers and parents can participate and enjoy school life. We promote fairness, consistency, respect for others, positive self-esteem, honesty and cooperation.

However, it is only natural that from time to time issues or concerns may arise.

Principles of Procedures For Everyone

- Everyone should be treated with respect, so please use appropriate body language and speech.
- Resolutions are best achieved in a calm and non - threatening atmosphere, otherwise the meeting may need to be stopped.
- Work towards a prompt and positive outcome
- Maintain confidentiality - if you wish to seek support from friends or an advocate please do so wisely.
- Parents must not approach the children of other parents.

We recommend following the guidelines set out below.

STUDENTS With a grievance should	PARENTS With a grievance should	TEACHERS With a grievance should
<p>STEPS:-</p> <ol style="list-style-type: none"> 1. Do nothing, ignore it, show it doesn't upset you. 2. If the problem continues go to step A or B below. <p>A. Approach the person and give them an "I" statement; eg. <i>I don't like the way you are calling me names. It makes me feel sad and angry. Please stop it.</i> <i>I am worried about maths. It makes me feel upset. Please show me again.</i></p> <p>B. You may choose to speak to;</p> <ul style="list-style-type: none"> • a friend • an SRC rep • a Yard Support person • a Teacher • your Parent/s. <p>(Make a plan with your helpers to deal with the problem and follow it through)</p> <ol style="list-style-type: none"> 3. If you are still unhappy you can request "Sorting Out" 4. Refer to AGPS Harassment Policy. 	<p>STEPS:-</p> <ol style="list-style-type: none"> 1. Arrange a mutually appropriate time to speak to the relevant staff member about the problem - inform them of topic for discussion. *You may like to take a friend with you. Please Do Not enter school classrooms or offices about a major grievance without prior arrangement. 2. Let the person know what your concern is. Listen to each other and discuss possible outcomes. <i>(It may be useful to have written down your concerns prior to the meeting.)</i> 3. Allow reasonable time for the issue to be addressed and feedback given. 4. If you consider the issue is not resolved, arrange a time to speak with the Principal or the Deputy Principal - inform them of what you wish to discuss. The School Council is representative of the school community and individual members may be approached to support parents. 5. If you are still unhappy, contact the District Education Office (DEO) to discuss the issue further. 	<p>STEPS:-</p> <ol style="list-style-type: none"> 1. Arrange a mutually convenient time to speak with the person concerned – inform them of topic for discussion. 2. Allow reasonable time for the issue to be addressed. 3. If the grievance is not addressed, you may opt to speak to; <ul style="list-style-type: none"> • Your Principal • Deputy Principal • A nominated grievance contact person; <ul style="list-style-type: none"> * H&S Rep * Union Rep * PAC Rep * Racial/Sexual Harassment Rep. Ask their support in addressing the grievance by: <ul style="list-style-type: none"> • Speaking to the person on your behalf. • Acting as a mediator in a meeting. • Acting as a sounding board for future action. 4. If you are unhappy contact the DEO to discuss further.