School Grievance Policy

Rationale
Good relationships within the school community give staff, students and families greater opportunities for successful collaborative and collegial interactions and for children a greater chance of success. Staff members including school leaders, students and parents work well together, treat each other with respect and integrity, and act to resolve concerns and conflicts promptly and effectively. This promotes an empowered, productive and happy working and learning environment and the psychological health of the school community.

Principles
As a school community we are committed to:

- working together to meet the educational needs of our students
- living the school values of caring, respect, honesty and courage
- using open and effective communication between each other and within the school community
- being open and proactively and positively confronting behaviours which are unacceptable or negatively influencing the school ethos
- All staff having the skills to manage unexpected situations, complaints and confrontations.

Responsibilities
Staff, students and families will:

- commit to resolving any problems in ways that respect individuals and attempt to meet the needs of all concerned as fairly as possible
- use the school values as a guide to working together and getting along, treat each other decently and with integrity
- state clearly and objectively what the issue is, give specific instances where appropriate, address the issue and focus on the issue not the emotion
- attempt to communicate clearly, sensitively and objectively, listen to concerns with an open mind and seek to understand them
- maintain confidentiality and limit disclosure
- get help from a buddy, advocate, grievance officer, leader or friend to help to address the other person
- seek a solution or outcome that attempts to meet the needs of all those concerned
- establish time lines for actions and review any resolutions
- improve their personal conflict management skills and abilities

Leadership will:

- Maximise consultation and decision making processes for the inclusion of all voices and provide opportunities for debate
- Develop team structures to develop collegiality
- Provide honest constructive feedback both formally and informally
- Monitor the emotional climate of the school and develop an action plan for improvement and celebrate achievements

Where parents have unresolved grievances with the school, contact can be made with Parents complaint unit through DECD. For unresolved grievances of staff, please contact the Eastern Adelaide Regional office at Felixstow.

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